

**EXHIBIT C**

**ICSOLUTIONS BID PROPOSAL EXCERPTS**



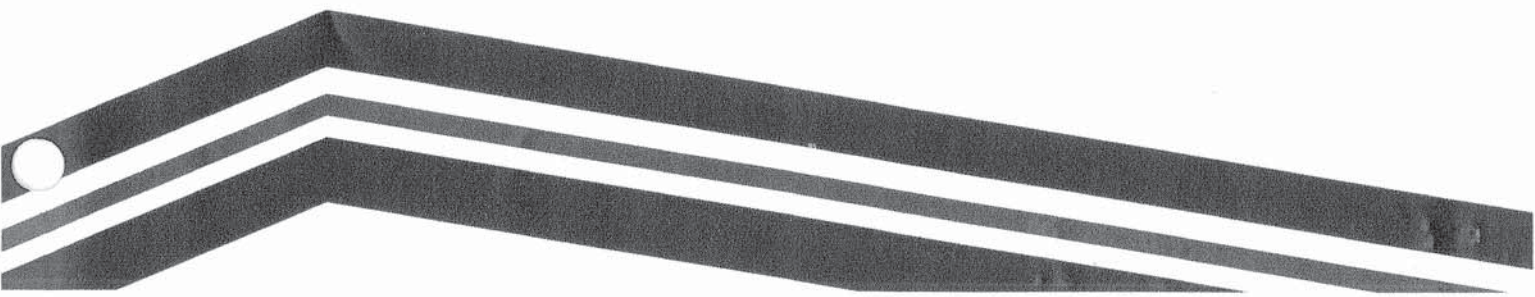
ICSolutions PRESENTS THIS PROPOSAL TO:  
**DOUGLAS COUNTY, OREGON**

**RFP No. 077**  
**Jail Inmate Telephone and  
Video Visitation System**  
**COPY**

**DUE: OCTOBER 1, 2015 @ 4:00 P.M.**  
JIM CROUCH  
REGIONAL ACCOUNT MANAGER  
RFP@ICSOLUTIONS.COM



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September 29, 2015

Sarah Meyer, Accounting Tech  
Douglas County Dept. of Management & Finance  
Room 301, Douglas County Courthouse  
1036 SE Douglas Avenue  
Roseburg, OR 97470

RE: RFP No. 077 for *Jail Inmate Telephone & Video Visitation*

Dear Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Douglas County's Inmate Phone Service needs. **ICSolutions, a Keefe Group Company**, has considered the County's requirements, and the enclosed offer will meet or exceed your specifications in all respects. In addition to core call processing, ICSolutions' offer includes the following features:

- Our centralized **ENFORCER® inmate calling platform** – housed in our San Antonio data center and backed up at the Keefe data center in St. Louis
- All new inmate telephones, TDD/TTY unit, workstation with printer, and visitation phone sets
- Unlimited **ENFORCER®** User Licenses
- **The ENFORCER® Investigative Suite**
  - JME Interface to provide for automated Inmate ID/PIN updates
  - The Verifier® biometric inmate identity verification
  - Word Detective phonetics-based keyword search, powered by Nexidia
  - Data Detective data mining and link analysis
- **The ENFORCER® IVR Suite**
  - The Communicator<sup>SM</sup>, a free **100% paperless inmate communications portal**
  - The Attendant<sup>SM</sup>, a **free Automated Information Line (IVR system)**, which can answer public and inmate requests for jail and inmate information – freeing the County from hundreds of hours of answering routine requests for information!
- **The ENFORCER® Communication Tools**
  - Free calls from all Booking phones
  - Optional inmate voicemail, which will earn the County additional revenue
- **Interface to Keefe Banking & Commissary**
  - Automated **DirectLink Cardless Debit** – allowing inmate to place phone calls by using funds *directly* from their Trust Accounts
  - **Over-the-Phone Commissary Ordering** and balance checking
- A new 18-unit **Video Visitation System** manufactured by our partners at VizVox
- Optional **Inmate Tablets** from Jail Education Solutions
- **Postalized Rates & Reduced Fee**
- **24 x 7 x 365 live, U.S.-based** technical service and called party customer service
- Secure and redundant centralized call processing and data storage – with a **99.999% system uptime guarantee** and no risk of data/recording loss



- **Full-channel digital recording and live monitoring** of all non-confidential inmate phone calls, with online storage for the full contract term plus any renewal periods
- Quick and easy navigation with familiar **web-based applications**
- Internet-based **remote access** to administrative and investigative functions

Our offer includes all of the **investigative** and **administrative tools** you would expect in a state-of-the-art Inmate Phone System, all installed and maintained at absolutely no cost to Douglas County.

ICSolutions agrees to all terms of the Standard Contract, and our proposal satisfies all requirements without exception. We have read and agree to all information and instructions contained in the General Information, Solicitation Process & Requirements, Award Notification, Selection Criteria & Scoring, and Attachment C sections of the RFP.

ICSolutions certifies that the following is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:

**Mr. Brendan Philbin**, ICSolutions Vice President of Business Development  
Office: 866-228-4040 Email: bphilbin@icsolutions.com

Also, please feel free to contact your Regional Account Manager and **Primary Contact Mr. Jim Crouch**, or your Keefe Account Manager Mr. Jake Watson, with any questions regarding our proposal, or to **set up a live demonstration**:

**Mr. Jim Crouch**  
ICSolutions Regional Account Manager  
Office: 866-228-4040  
Email: jcrouch@icsolutions.com

**Mr. Jake Watson**  
Keefe Account Manager  
Office: 208-345-6552  
Email: jwatson@keefegroup.com

Thank you for taking the time to review our proposal. We are committed to earning the business and **complete satisfaction of Douglas County**, its Staff, and its Inmate Phone System customers.

Sincerely,



Brendan Philbin  
Vice President of Business Development



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## 3. EXECUTIVE SUMMARY

**ICSolutions** is pleased to submit this Proposal to provide Inmate Phone Service for Douglas County, Oregon. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002. Its products include The ENFORCER® inmate calling platform; collect, prepaid collect, and inmate debit calling options; video visitation; biometric voice verification; electronic inmate communications tools; and a host of tools that enhance security, efficiency, and investigative proficiency in correctional facilities.

ICSolutions is a wholly owned subsidiary of Centric Group, LLC, who, through its subsidiaries, has served the correctional industry **since 1974**. ICSolutions is confident we have the experience and resources necessary to satisfy your County's requirements. Highlights of our offer for Douglas County are described in the following sections.

### **A Distinguished History in Inmate Telephone Service**

The greatest testament to our high-quality service is our own clients. ICSolutions has a 99% contract renewal rate. We have never terminated a contract early or lost a contract due to failure to perform services as agreed. We have never lost a single call recording or call detail record. And we have an outstanding reputation for accurate, on-time commission payments. Furthermore, **ICSolutions has never purchased a single contract**; all of our clients are with us because they evaluated all available options, and they chose ICSolutions as the premium Inmate Telephone Services provider.

At the end of this Executive Summary, we have provided testimonials from just a few of our satisfied clients from across the U.S. Their facilities range in size from small jails of less than 100 beds, to large detention centers holding more than 8,000 inmates – demonstrating that our commitment to outstanding service applies equally to **all clients**, of **all sizes**, in **all areas of the country**.

### **Centralized Call Processing**

ICSolutions will implement our state-of-the-art centralized ENFORCER® platform, which will offer the County a host of benefits. Call processing and data storage will occur in our secure, offsite data centers. This architecture means there will be less equipment, maintenance, and power consumption at your facilities. With two geographically separate data centers located 900 miles apart from one another, and multiple layers of redundancy built into our system, ICSolutions can confidently guarantee **99.999% system uptime** for your Inmate Calling System.

### **Critical Distinctions against the Other ITS Vendors**

ICSolutions is offering Douglas County a proven technology package that will minimize the amount of time County personnel spend on administration and allow you to focus on your more pressing security issues. Below are but a few of the highlights from our solution that set ICSolutions apart from other inmate telephone vendors:



### **Unparalleled System Redundancies –**

The centralized ENFORCER® is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. In the event of a disaster or outage, the most critical system components will **instantly** and seamlessly fail over to a backup component to ensure **zero time to recover** and **no system downtime**.

ICSolutions employs multiple levels of redundancy to ensure 99.999% uptime for both the call processor and the network, as well as to protect against data loss and ensure 99.999% availability of call recordings and data. **No other vendor provides so many layers of redundancy** to ensure uninterrupted system operations and accessibility.

1. **Network Redundancy:** For each supported facility, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.
2. **Call Processing Redundancy:** While the primary call processor is housed in our national headquarters and engineering center in San Antonio, we also install a fully functional, always-on backup call processor 900 miles away, at the Keefe Data Center in St. Louis. Therefore, if a disaster should ever disrupt call processing in San Antonio, service would instantly fail over to the secondary processor in St. Louis.
3. **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in a minimum of two separate geographic locations (one data center in San Antonio and one data center in St. Louis). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, the additional storage center would still be accessible for disaster recovery.

Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages, and servers to ensure optimal operations at all times.

### **Live U.S.-Based Customer Service during Prepaid Account Setup –**

If a call recipient is unable to accept collect calls (because of a high toll balance, cell phone dependency, etc.), he/she receives one free call, after which he/she is transferred to a live Customer Care Representative to help them set up a Prepaid Collect account. Other vendors try to save money at this step by replacing the “human touch” with an automated IVR. We feel this is a big mistake because, with a recently incarcerated loved one, new call recipients are frequently confused and under stress at this stage. A live Customer Care Representative can explain the calling options, calling rates, and funding options and help them with account setup, as well as answering any questions the call recipient may have. We believe this personal care leads to more Prepaid accounts being set up, and therefore **more contact** between inmates and their loved ones, and **more commission revenue** for our clients.



## Unique Ports for Each and Every Phone –

Unlike other vendors, ICSolutions' system is set up so that each and every phone has its own separate port. No two phones will need to share a port, ensuring that all phones can be used simultaneously without your inmates encountering busy signals due to busy ports. Additionally, if one port is out of service, it will affect only one telephone as opposed to several.

## More!

In addition to all the above, we offer Financial Alerts, "Find Me, Follow Me" calling alerts, paper-free inmate service options, TDD call recording, and more! These services are all unique to ICSolutions and are described in detail in the attached Proposal.

## The Most Advanced Video Visitation System Available Today

ICSolutions offers a brand new video visitation solution from our partners at VizVox. Since 2005, ICSolutions offered a Video Visitation solution that, today, services more than **5,000 video visitation terminals** at facilities across the U.S., with new installations scheduled every month. This is not a "beta" solution; our Video Visitation System is proven and tested over many years as a reliable solution for both onsite and remote visitation. The ICSolutions team currently provides ITS and video visitation services to **two dozen clients**, with new installations scheduled every month – including a recent award to install video visitation for approximately 4,000 inmates in Bexar County, Texas. ICSolutions can offer installation of our multi-functional video visitation kiosks and the newest version of the video visitation software – as well as **ongoing repairs, maintenance, and software upgrades** for the entire contract term and any renewals.

ICSolutions offers the most advanced video visitation system on the market today, with features like remote visitation; **web-based visitation scheduling**, which can dramatically reduce facility staff involvement in inmate visitation; recording and live monitoring of all video visitation sessions; long-term storage of video sessions; and 24 x 7 x 365 facility and visitor support available by phone or web.

## JMS Integration

ICSolutions will integrate with your EIS jail management system to provide for **automated PINs**, an automated public and inmate Information Line (with inmate lookup), inmate voicemail, and more! **ICSolutions already has an established interface with EIS**, and has integrated with dozens of other third-party and in-house JMS, commissary, and banking systems to provide these kinds of automated services; therefore, we guarantee our ability to do so for Douglas County. Our ENFORCER®'s open architecture allows us to accept data from other systems in virtually any format – giving us infinite flexibility in working with other vendors and County IT departments.

## The Communicator<sup>SM</sup> Paperless Inmate Communications Portal

With The Communicator, inmates can record and file grievances, report crimes, and request medical/dental appointments using any standard inmate telephone. Responses or follow-up actions can be logged in the ENFORCER®, creating an audit trail of grievance responses. Facility staff can respond directly to an inmate's report by typing a response into the ENFORCER®, where the response is then converted into speech and delivered to the inmate's secure voice mailbox.



## The Attendant<sup>SM</sup> Automated Information Line

Automated operator prompts can provide public and inmate callers with information about the Facility and even specific inmates, with our JMS-integrated inmate lookup feature. This service frees Facility staff from hundreds of hours spent answering inmate and public requests for information – and it is a standard part of our Inmate Telephone System, provided at absolutely **no cost** to Douglas County.

## Inmate Voicemail

Using the same messaging service developed for The Communicator, ICSolutions can provide *inbound* inmate voicemail. Messages may be automatically retrieved by inmates through the inmate phone system and are always available for access by facility personnel for security purposes. The voicemail system requires the outside party to have an established PrePaid Collect account prior to accessing the system.

Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes. Inmate Voice Messaging is a standard part of the ENFORCER® calling system and can be implemented at any time.

## Biometric Voice Technology

At no cost to the County, ICSolutions will deploy The Verifier Real-Time Voice Verification ("Voice Print"), which verifies the inmate's voice prior to connecting each call. A standard feature of The ENFORCER® calling system, The Verifier works along with PINs to prevent inmate identity fraud, PIN theft, and PIN swapping.

A unique feature of The Verifier is its ability to be set up for Auto Enrollment, whereby The ENFORCER® samples previously recorded inmate calls to build a voice model for each inmate. Auto Enrollment saves the facility the step of having to enroll the entire inmate population manually upon deployment.

Voice biometrics is proven technology that is built into The ENFORCER® calling platform and is successfully in use today at more than 40 facilities, where nearly three dozen distinct clients use ICSolutions as the prime contractor for inmate phone service and biometric voice technology. At the County's option, we can upgrade this service to Investigator Pro™ continuous voice identification.

## Word Detective® Keyword Search

At no cost to the County, ICSolutions will deploy Nexidia's keyword search. This powerful investigative tool will allow you to quickly scan thousands of call recordings to locate words and phrases of interest. Because Nexidia searches the sounds that make up words, it is extremely effective in the corrections environment. Nexidia performs with a high degree of accuracy when background noise, accents, dialect, simultaneous speaking, or even spelling variations in search terminology would render transcription-based search technology ineffective.



## Optional Inmate Tablets by Jail Education Solutions

ICSolutions can provide secure, ruggedized seven-inch connected **inmate tablets** and an accompanying secure network for the purpose of rehabilitation, inmate management, and decreased recidivism. In partnership with Jail Education Solutions and its Edovo educational platform, these secure tablets offer an end-to-end solution with not only a full education suite, but the ability to integrate with ICSolutions' phones and other vendor's services, offering in-cell access to such services as:

- **Edovo Education** & Intuitive Learning Platform
- Phone Calling enabled
- Entertainment enabled (games, movies, music, etc.)

ICSolutions can provide this technology utilizing an adjustment to our financial offer; or, **this program can be designed to be self-funding through the sale of premium content – provided with no impact on our proposed commission rate!**

Operating in correctional facilities in Philadelphia, Chicago, and California, Edovo safely offers the most full-featured and flexible platform in corrections that allows inmates free daily access to rehabilitative services in their common areas and day rooms, and will allow the County to track the progress of inmates and see significant gains to inmate behavior. Edovo tablets are designed specifically for corrections, and as such, have the stringent levels of security required.

With thousands of hours of material covering not only everything from literacy to college course work, Edovo also has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. Edovo also recognizes an important place for incentives in its uniquely designed learning management system. Users earn points for doing self-improvement content that can then unlock entertainment content as a reward. This not only motivates fringe learners and retains engagement, but it also provides social cover in an environment where learning is not always viewed favorably. While Edovo curates and includes the broadest range of content in corrections, it also allows facilities to upload their own content - PREA, existing training, or the inmate handbook - to decrease cost and track engagement. Investment in inmate education leads to reduced recidivism, but programming in corrections is limited in scope by budget, space, and movement. Edovo overcomes these challenges.



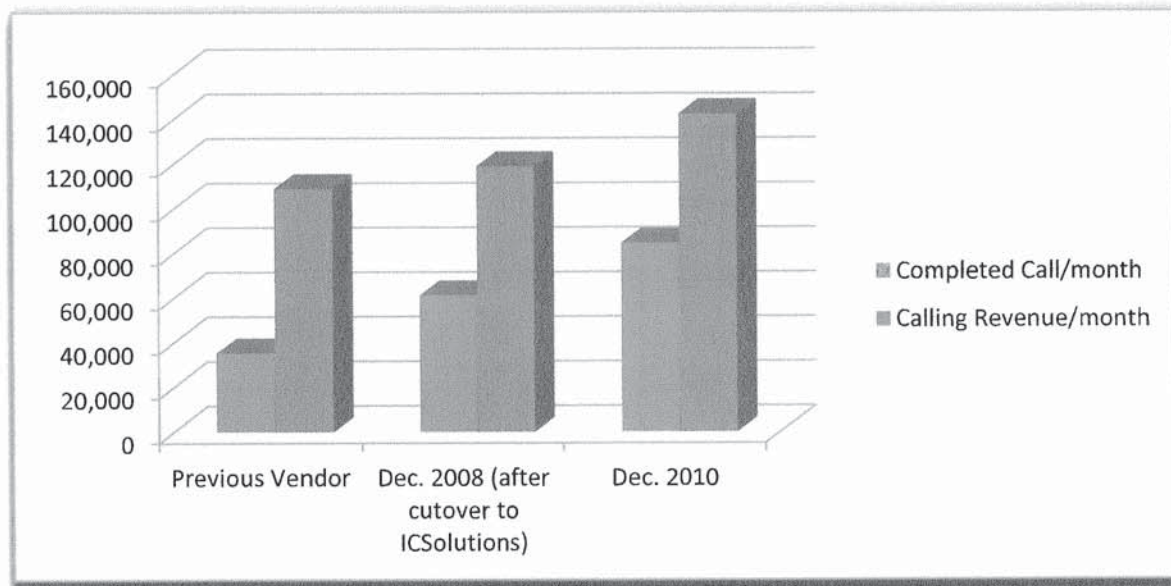
Edovo transforms the environment of a correctional facility. Rather than aimlessly watching television, inmates quietly focus on exploring a topic of interest at their own pace, all while earning rewards for their work. Operationally, when tablets are unlocked and checked out from charge carts in the morning, **inmates traditionally engage for hours each day in near silence until tablets are returned** to secure charge carts and locked up for the night. Feedback from both inmates and correctional officers has been overwhelming positive. Tablets with accessible self-improvement are changing the dynamic of facilities across the country.



## Increased Revenue Potential for Douglas County

On average across the country, when we keep calling rates the same and provide our ENFORCER® calling system and prepaid calling options, **our average increase in both call volumes and call revenues is about 40%**. Even where we implement lower calling rates, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%**. ICSolutions anticipates a significant increase in inmate calling and Douglas County's commission revenue due to our easy-to-use prepaid calling and funding options.

For instance, at the New Hampshire DOC when ICSolutions took over from PCS/GTL, call volumes more than doubled within four months of installing The ENFORCER® and our cardless Debit calling. By continuing to provide support, outreach, lobby pamphlets, deposit kiosks, etc., ICSolutions eventually **tripled the number of completed calls per month** from NH DOC facilities (see chart below) and increased calling revenue by more than \$500,000 a year.



### ICSolutions increases inmate calling at the New Hampshire DOC

More recently, in Macomb County, Michigan, when ICSolutions took over from Securus, we nearly doubled the County's revenue, while also dramatically reducing calling rates *and* implementing a free Video Visitation System valued at more than \$650,000!

*"The incumbent vendor, Securus Technologies, had provided prisoner phone service for the previous 10 years. The average annual commission generated for the last three years of the contract was **\$491,000**. In October of 2012, the County entered into a 5-year contract with ICSolutions. In so-doing, the **revenue generated from phone calls increased by 64% to \$902,259** for FY 2013. Very impressive considering **calling rates for friends and families were reduced by approximately 49%**."*

Anthony Wickersham  
Macomb County Sheriff



## Regional Account Manager & Primary Contact

Douglas County will be served by **Mr. Jim Crouch, your dedicated Regional Account Manager** and Primary Contact for this contract. As your account manager, Mr. Crouch will be responsible for working directly with Douglas County through the contract term. He will also oversee your implementation to ensure that planning and installation succeed without a hitch and that the County experiences no downtime and no disruption of services during the process.

Since Mr. Crouch is responsible for both your implementation and ongoing satisfaction, he will have a vested interest in the success of your installation; and he will be intimately familiar with the details of your contract, facility policies and procedures, unique requirements, and customized technology configuration. Mr. Crouch will use this information to ensure that Douglas County receives the best possible service throughout your entire contract term.

In addition, Mr. Crouch works side-by-side with your **Keefe Account Manager, Mr. Jake Watson**, in your region. For Douglas County, Mr. Crouch and Mr. Watson will work in tandem to ensure that all Keefe and ICSolutions products continue to meet your expectations and deliver value throughout your entire contract term.

Although ICSolutions and Keefe remain independent operating companies with separate contracts, our **partnership** in the service of our shared clients brings tremendous value to the facilities we serve.

ICSolutions has included our standard **45-day installation plan for Inmate Telephones** and **90-day installation plan for Video Visitation**. Typically ICSolutions will begin the Video Visitation installation **immediately** following testing and acceptance of the Inmate Telephone System. In all cases, the installation schedules will be mutually agreed upon by ICSolutions and Douglas County, using installation schedules that are convenient for the County, and formalized in the contract.

## Guaranteed Keefe Integrations

As a member of the Keefe Group of companies, ICSolutions can guarantee a unique integration between your inmate phones and Keefe commissary / banking systems to provide for several automated services:

- ✓ DirectLink Cardless Debit Calling
- ✓ Over-the-Phone Commissary Ordering
- ✓ Over-the-Phone Balance Inquiry
- ✓ Automated Funding Alerts

We have extensive experience integrating with Keefe at **18 locations** throughout the country. And, as a Keefe company, we have an **intimate relationship and uninhibited access** to Keefe personnel to complete integrations and resolve integration issues quickly and effectively. We can guarantee ICSolutions' products seamlessly integrate with all Keefe and Access Corrections products and services.



### *DirectLink Cardless Debit Calling*

DirectLink Cardless Debit is a superior inmate calling product that enables inmates to use funds *directly* from their inmate trust account to pay for each Debit call. There is never a need to open a separate Debit phone account or transfer funds back and forth between accounts. There is also no delay in accessing inmate funds for calling; as soon as the funds are available in the inmate's Trust Account, they can be used to place Debit phone calls. This instant access can greatly increase call volumes, because there is no need to wait for weekly commissary orders to purchase phone cards. Furthermore, there is no need to manage a separate refund process upon release.

### *Over-the-Phone Commissary Ordering*

The ICSolutions / KCN interface can also enable inmates to place commissary orders using any standard inmate telephone. Inmates can enter their Inmate ID / Phone PIN, and press a speed-dial digit to access the automated commissary ordering system.

From here, inmates follow the automated operator prompts to make commissary purchases. This service eliminates the need to manage and process paper commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones.

### *Over-the-Phone Balance Inquiry*


Using any standard inmate telephone, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility.

### *Automated Funding Alerts*

Automated funding alerts can provide an automated message to an inmate any time new funds are posted to his or her account. The inmate will hear any new funding messages each time he or she picks up an inmate phone and enters their Inmate ID / Phone PIN. This service is helpful to inmates in keeping them apprised to new deposits, and it eliminates the need for the Facility to provide paper receipts to inmates.

## ICSolutions Offers More....


In addition to the features described above, our Proposal contains many other services designed to increase revenue for the County; to provide more convenience and communication options for inmates and called parties; or to increase Facility security and staff efficiency. These include crime tip / PREA hotlines, **Data Detective link analysis**, data sharing options with external law enforcement agencies, and much more. All of these standard and optional services are described in detail throughout the attached Proposal and attached Exhibits.



**CLIENT TESTIMONY**  
Boulder County

“ICSolutions managed to increase the number of completed calls and the commission revenue paid to Boulder County by over 50% without increasing inmate calling rates. Inmate families appreciate the flexibility of the prepaid collect calling plan and the lack of complaints speaks for itself. When I need to contact the technical support center, I always reach a knowledgeable live person right away and the problem is resolved in short order...”

Commander Bill Black  
Boulder County, CO





Thank you for taking the time to review our Proposal for Douglas County. We have created an offer that we believe meets your unique needs, so please don't hesitate to contact us with any questions or to request a live demonstration.

## Client Testimonials

*"ICSolutions has **exceptional knowledge of the corrections industry**. Combined with their expertise in communication, ICSolutions provides Bexar County excellent inmate telephone services. I appreciate the services provided by ICSolutions and the corporate relationship with them enjoyed by our staff. The Bexar County contract involves telephone service on **407 phones**, for **3,500 to 4,500 inmates** at 2 locations throughout the County."*

**Raul Banasco, Deputy Chief, Jail Administrator**  
**Bexar County, TX (4,000 inmates)**

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*"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. **The responsiveness of technical support, sales staff, and local repair personnel is exceptional.** In addition, the system is feature-rich, offering an excellent group of investigative features."*

**Tricia Rodgers, Court Administrator**  
**St. Louis County, MO (1,024 inmates)**

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*"ICSolutions is hands down the best service provider we have done business with during my 13 years here at the jail. Their software is easy to use and the evidence obtained from the recordings has assisted with several criminal and disciplinary investigations. They not only provide monthly check ups on their equipment, but they are incredibly quick to respond to service requests. Their customer service is always pleasant and helpful around the clock. If they don't have the answer immediately, they will tell you up front, find the solution, and contact you back in a timely manner. I highly recommend ICSolutions to any correctional facility in the market for a phone provider."*

**Sgt. Howard Sawyers, Jail Training Sergeant**  
**Walworth County, WI (215 inmates)**

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*"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone **one call gets a service man here to take care of the problem.** I can highly recommend ICSolutions' service".*

**Eddie Bounds, Jail Administrator**  
**Sunflower County, MS (65 inmates)**



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**"Since replacing our old phone service with ICS, we have not only had much better service but we have also had all of our phones in operation. When ICS came to our jail we had 13 phones from the old company not working and by the time we were cut over to ICS all of the phones were operational. Also, I am a person that enjoys being treated like a customer, and most vendors tend to treat counties as if there is no need to treat us like private customers. ICS has treated us like a private customer and the response on questions and service has been impeccable. Here at Ramsey County, we think ICS is by far one of our best vendors."**

**Bill Burkhardt, Programs Director**  
**Ramsey County Sheriff's Office, MN (363 inmates)**

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**"ICSolutions has provided exceptional customer service and technical support to Ozaukee County. ICSolutions has allowed Ozaukee County to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship Ozaukee County has had with ICSolutions has been very professional and productive. I would highly recommend ICSolutions to any facility considering them for phone services."**

**Lt. Jeffrey Sauer, Jail Administrator**  
**Ozaukee County, WI (210 inmates)**

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**"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that we believed would help us in the law enforcement community to do our jobs more effectively - and ICS has implemented these "extras" without question...The system provides excellent reports, and is easy to navigate. Changes are made with simple key strokes. In addition to basic monitoring and recording, the system has revolutionary investigative applications that have proven invaluable for our facility investigations as well as those conducted with other joint federal, state, and local agencies..."**

**Captain George Manolis**  
**Onondaga County, NY (580 inmates)**

"...at Marinette County it's not all about the money, (Although our revenue has increased significantly), **We tend to believe that product quality and customer service come first. With ICSolutions we have both.** In our business it's not too often that you find a vendor that really cares about what you want/need and delivers, ICSolutions is that vendor. We are so sure about their quality of products, customer service, and integrity that we continue to endorse them to other Counties. We are proud to say that we have been instrumental in convincing (2) Wisconsin County's to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."

**Robert Majewski, Jail Administrator**  
**Marinette County, WI (100 inmates)**

"We recently moved into a new jail and out of all of our vendors you're the only vendor that did what you said you were going to do. **Service is a big deal to us and your people are very receptive, polite and knowledgeable.** The remote access to the ICS system by outside agencies saves us time and manpower. We are also very pleased with the 60% increase in revenue over our previous vendor."

**Commander Jolene Vento**  
**Kings County, CA (365 inmates)**

"ICSolutions has been a great communications company in so many ways. Since Huntington County signed with them in 2004 the only Contact has been to let them know when a phone is damaged by an inmate and **they handle everything else for us.** We at Huntington County would highly recommend ICSolutions."

**Kent Farthing, Sheriff**  
**Tom Carney, Major**  
**Audrey Carney, Matron**  
**Huntington County Sheriff's Dept., IN (100 inmates)**

"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. **The customer service and technical support Adams County receives is exceptional.** Family complaints are rare. When they do occur each one is handled quickly and professionally. I highly recommend ICSolutions..."

**Melanie Gregory, Technical Services Manager**  
**Adams County Sheriff's Office, CO (1,300 inmates)**



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## 4. SCOPE OF WORK

### SECTION 4 – SCOPE OF WORK

#### 4.1 Background information

This RFP solicits proposals to provide inmate telephone and video visitation services at the Douglas County Jail (“Jail”), operated by the Douglas County Sheriff’s Office (“DCSO”). The Jail, located in the Justice Building in Roseburg, Oregon, houses municipal, county, and state court pretrial detainees; inmates sentenced to serve jail time by municipal, county, and state courts; and inmates held and/or sanctioned for probation and parole violations. In addition, the Jail provides short-term “courtesy housing” for defendants, inmates, and prisoners held temporarily for other law enforcement agencies. The Jail’s population is typically between 185 and 230 inmates. A separate detention and shelter facility located in a building adjacent to the Justice Building houses juveniles for the Douglas County Juvenile Department. This RFP is for services to be provided to the Jail only.

#### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated.

The Jail currently has no video visitation facilities or equipment. Visitation is limited to on-site, face-to-face communication between inmates and visitors. “Professional” visits (e.g., those by attorneys, clergy, law enforcement officers, etc.) occur in conference rooms located between the Jail’s reception area and secure facilities where inmates are housed. “Civilian” visits (e.g., those by inmate family members and friends, etc.) occur at windows, where internal communication telephones are located, between the reception area and secure inmate housing areas. Civilian and professional visitors are admitted to the reception area by Jail personnel who monitor and control its electronically locked entrance, which is located in a corridor of the Justice Building. The Justice Building is open to the public during business hours Monday through Friday.

#### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated.

#### 4.2 Equipment and services to be acquired

*[Per Addendum #2, Requirement 4.2 has been amended as follows:]*

DCSO wishes to make available approximately thirty-five (35) telephone units in inmate housing areas. In addition, DCSO wishes to make video visitation available in the housing areas in the form of approximately eighteen (18) video conferencing kiosks. Ideally, the video visitation kiosks would facilitate both inmate telephone calls and video visitation, and would offer a wide variety of options such as management of inmate requests made from the kiosks, as well. While DCSO prefers that all of the functions be available through each individual kiosk, systems



utilizing separate kiosks for phones and video visitation also will be considered. A principal goal of introducing inmate video visitation in the Jail is to reduce the costs and risks to DCSO of providing on-site visitation, which requires the movement of inmates within the Jail, assistance and monitoring of on-site visitors, and visitation-related recordkeeping. ~~The County will be responsible for installation of the Category 6 cable necessary for installation of the telephone and video visitation system.~~

**ICSolutions Response:**

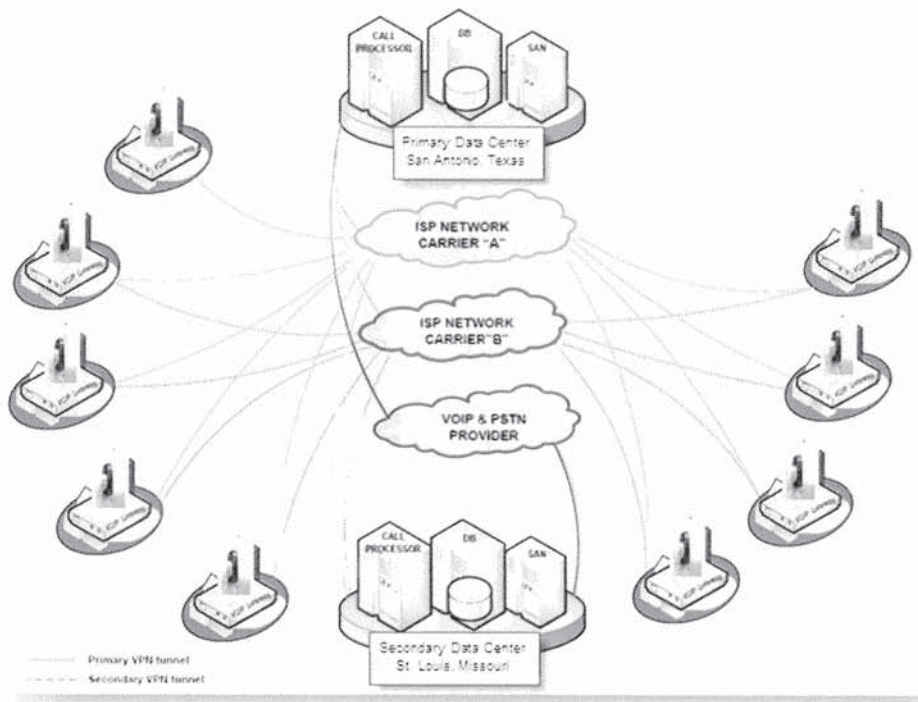
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions proposal includes the equipment, installation, requisite cabling, maintenance, and support for a turnkey inmate telephone system and a turnkey video visitation system at no cost to the County.

## The ENFORCER® Inmate Telephone Services

ICSolutions will provide a completely centralized solution with all data sessions hosted and records/recordings stored in our San Antonio data center. A secondary call processor will be installed at the Keefe data center in St. Louis for immediate failover in the event of a disaster at the primary data center. Copies of all call detail records and call recordings will be stored in these two separate geographical locations for backup and disaster recovery.

### Sample Network Diagram

The following high-level diagram illustrates all of our proposed system components and system architecture:



**Centralized Network Architecture**

## Benefits of a Centralized Architecture

The centralized ENFORCER® features a primarily off-site configuration that houses critical system components at our secure data centers. This centralized configuration will provide several benefits to the County, including:

- Eliminates most potential problems that are possible with an onsite system, including server and telephony board failures
- Reduces operating costs, resulting in a more attractive financial offer for the County
- Reduces the amount of equipment at your Facilities
- Reduces Facility energy consumption
- Reduces the amount of onsite installation and maintenance work
- Provides multiple layers of call-processing and storage redundancy in offsite, geographically separate Data Centers, enabling ICSolutions to guarantee 99.999% system uptime and no loss of data or recordings

Because our primary and secondary sites are more than 900 miles apart, even a catastrophic event in one location would not affect the performance of the other. If our primary site in San Antonio experiences a catastrophic event, all call processing would seamlessly transfer to our St. Louis data center, resulting in zero downtime and continuous call processing and recording. Failover call processing will also occur at the Keefe Data Center in St. Louis, Missouri – providing geographically separate call processing that will



ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.

The centralized network architecture requires considerably less hardware at the facility. The on-site phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration will only require one standard 20AMP power outlet. Additionally, this hardware is temperature tolerant and will operate flawlessly in environments ranging from 35 -110 degrees Fahrenheit.

The County's facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365. We can perform all system maintenance, install software updates, expand capacity etc. all without ever having to disturb your regular operations by performing any work onsite at the facility.

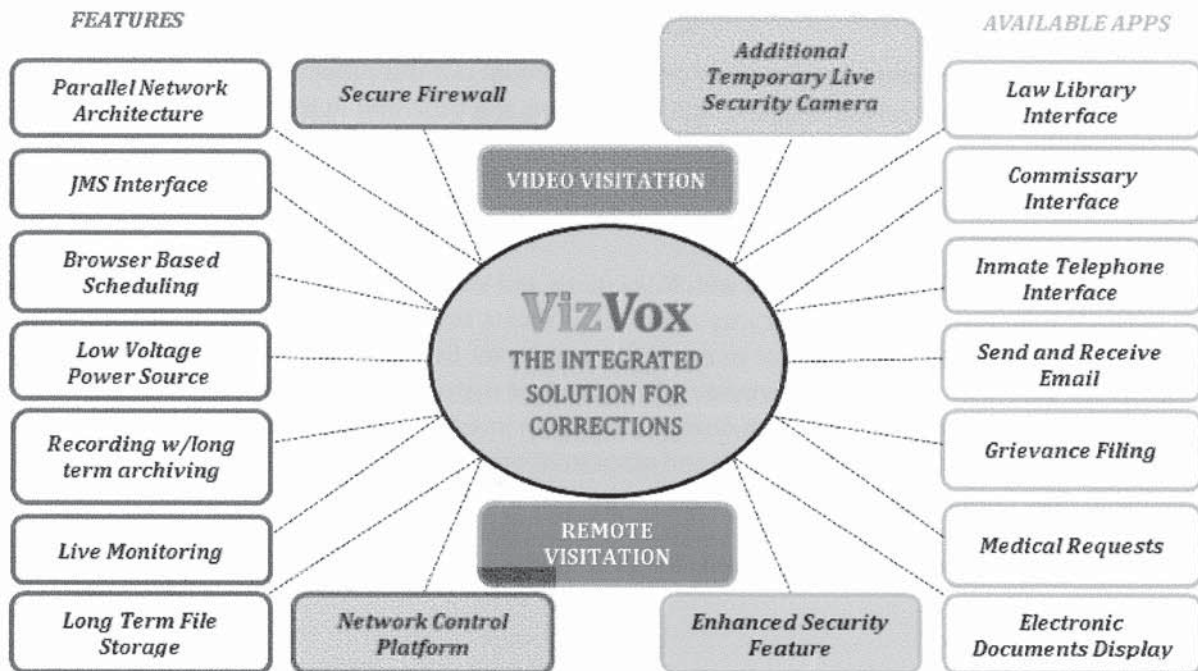
Our dedicated Network Operations Center (NOC) is housed in a climate-controlled, fire-proof, flood-proof building with unique redundant fiber lines to the national grid, multiple independent power sources and multi-level, multi-technology access control for **unequaled security and database and network uptime**. ICSolutions is also taking advantage of our new NOC's capacity and fiber access to offer **online storage of all data and records** with **guaranteed instant access** for the full term of the contract **at no cost** to the County.

## Video Visitation

ICSolutions is pleased to offer the County a hosted, IP-based video visitation solution, manufactured by our partners at VizVox. The VizVox Video Solution is a multi-functional tool that supports not only video visitation, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the County's needs. The proposed solution is a recorded end-to-end visitation solution that includes monitors, enclosures (if needed), cameras, video servers, and video plus audio storage.

Approved visitors from the public, attorneys, and authorized staff will be able to schedule and complete onsite and remote video visitations using our system. This functionality has been described in detail throughout this Section of our proposal response. For additional information on the VizVox system, please refer to **Exhibit L**.

# INMATE CALLING SOLUTIONS



## Onsite End User and Administrative Training

ICSolutions will provide on-site end user and administrative staff training on the functions, features, network, and day to day utilization of the video visitation system. This will include classroom training and hands on training in the use of the VVS CSP control and scheduling software. ICSolutions will also provide Douglas County ongoing, advanced scheduled, fee based, training sessions via a video conferencing connection between Douglas County and the applicable engineering office in San Antonio.

## Remote Visitation with Revenue Generation Capability

ICSolutions' Video Visitation System does not geographically limit the visitor as to where they may wish to visit with an inmate. They may decide to travel to the jail and visit from one of the visitor units furnished and installed at the Jail. Or, the VVS will allow a visitor to visit from their home computer, or an attorney from his office computer, if the County desires this feature.

The visitor can literally be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a USB camera with a microphone, and have advanced purchased their visitation time with ICSolutions via an internet browser. ICSolutions will provide a downloadable application to facilitate the connection between the visitor's computer and the jail.



## Security

In addition to the many features and functions discussed throughout this proposal, such as recording and live monitoring, web-based scheduling, and JMS integrations, the VVS offered by ICSolutions enhances visitation security.

### Visitation Security

Video visitation security is second to none with ICSolutions and VizVox. First, ICSolutions utilizes a parallel video network architecture to ensure security as well as seamless streaming video. Second, all recordings are stored as an MPEG file in MP4 format to an HP Storage Server (HP DL185) and maintained on site. All recordings are date and time stamped providing for a chain of custody of the original file from the time the recording was made to the time it was downloaded by an investigator. Access to the video network is strictly governed using user login credentials and associated privileges. ICSolutions utilizes SSL protocols coupled with rigid firewall policies to protect against unauthorized access.

Additionally, VizVox has audit reports available for all authorized users.

### Audit Reports

VizVox has the following audit reports available to monitor the access to not only the recordings, but the system itself.

#### *Recording Access Report*

Authorized users can also run a Recording Access Report to view a listing of all video records that have been accessed during a user-specified date range. The report lists the user ID of the person who listened to the call, the recording file name, inmate ID and name of the inmate who made the call, visitor, and date the user listened to the call record. A sample of the report is provided below.

# INMATE CALLING SOLUTIONS

Recording Access Report				
07/31/2014 to 08/31/2014				
Viewing User	Recording File Name	Viewed Date/Time	Inmate	Visitor
admin	5121__20140731082410794.avi	7/31/2014 8:26:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731082410794.avi	7/31/2014 8:26:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731082410794.avi	7/31/2014 8:31:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731082410794.avi	7/31/2014 8:31:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731081905300.mp4	7/31/2014 8:39:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140730082300863.mp4	7/31/2014 8:40:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140730074614427.mp4	7/31/2014 8:40:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140730074614427.mp4	7/31/2014 8:41:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140721110104510.mp4	7/31/2014 8:41:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140717072002817.mp4	7/31/2014 9:15:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731085455746.avi	7/31/2014 9:16:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731082410794.avi	7/31/2014 9:16:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140717072002817.mp4	7/31/2014 9:16:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731094702704.avi	7/31/2014 9:47:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731094702704.avi	7/31/2014 9:47:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731094702704.avi	7/31/2014 9:51:00 AM	inmate, test	Blalock, Kevin
admin	5121__20140731094702704.avi	7/31/2014 9:58:00 AM	inmate, test	Blalock, Kevin

## VizVox Video Visitation Recording Access Report

### User Access & Activity Logs

The VVS logs all users and user actions with the date, time, user ID, IP address and action performed. Authorized users may view this Activity Log in the VizVox Control Software Platform.

Activity Log			
Activity Date/Time	Activity Description	User	Source Application
09/06/2014 11:00:13 AM	User lcsadmin logged in from IP: 174.47.150.16.	lcsadmin	VizVoxWeb.Admin
06/26/2014 06:04:39 AM	User admin logged in from IP: 172.26.15.38.	admin	VizVoxWeb.Admin
06/20/2014 01:14:25 PM	User admin logged in from IP: 172.26.15.38.	admin	VizVoxWeb.Admin
06/19/2014 02:04:57 PM	User admin logged in from IP: 97.77.171.197.	admin	VizVoxWeb.Admin
06/19/2014 02:04:53 PM	User admin logged in from IP: 97.77.171.197.	admin	VizVoxWeb.Admin
06/19/2014 06:20:20 AM	User admin logged in from IP: 97.77.171.197.	admin	VizVoxWeb.Admin
06/16/2014 06:16:04 AM	Scheduled Visitation was created by user kblalock1. Visit scheduled for 6/16/2014 6:20:00 AM. Visitors: Blalock, Joe., Inmate: inmate, test	kblalock1	VizVoxWeb.Visitor
06/16/2014 06:15:40 AM	User kblalock1 logged in from IP: 172.26.15.38.	kblalock1	VizVoxWeb.Visitor
06/16/2014 06:02:19 AM	User admin logged in from IP: 97.77.171.197.	admin	VizVoxWeb.Admin
06/16/2014 07:42:36 AM	Scheduled Visitation was created by user kblalock1. Visit scheduled for 6/16/2014 7:45:00 AM. Visitors: Blalock, Joe., Inmate: inmate, test	kblalock1	VizVoxWeb.Visitor
06/16/2014 07:42:12 AM	User kblalock1 logged in from IP: 172.26.15.38.	kblalock1	VizVoxWeb.Visitor
06/16/2014 07:38:32 AM	Scheduled Visitation at 6/16/2014 7:40:00 AM for visitor Blalock, Joe and inmate inmate, test was canceled by user admin.	admin	VizVoxWeb.Admin
06/16/2014 07:37:43 AM	User admin logged in from IP: 172.26.15.38.	admin	VizVoxWeb.Admin
06/16/2014 07:37:38 AM	Scheduled Visitation was created by user kblalock1. Visit scheduled for 6/16/2014 7:40:00 AM. Visitors: Blalock, Joe., Inmate: inmate, test	kblalock1	VizVoxWeb.Visitor

## VizVox Video Visitation User Activity Log



## Viewing Scheduled Visitations & Canceling Visits

Authorized facility staff can view the visitation schedule at any time and identify an inmate's upcoming visitors. To help ensure compliance with the County policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, VizVox will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no units are available. VizVox automatically notifies the visitor by email when a visit is canceled.

Scheduled Visitations							
	Visitor	Visitation Location	Inmate	Date/Time	Cancelled	Cancel Reason	No Show
X	hood, Brian f	Jail Facility	Zorro4, Zorro4	05/16/2014 01:00 PM	✓	uj67u67u46i (Canceled by Visitor)	
X	hood, Brian f	Jail Facility	Zorro4, Zorro4	05/15/2014 01:30 PM	✓	uj67u67u46i (Canceled by Visitor)	
X	hood, Brian f	Jail Facility	Zorro4, Zorro4	05/15/2014 01:15 PM	✓	yjutjgjk (Canceled by Visitor)	
X	hood, Brian f	Jail Facility	Zorro4, Zorro4	05/15/2014 01:15 PM	✓	k (Canceled by Visitor)	
<input type="button" value="Cancel/No Show"/>	Bell, Alan	Jail Facility	Zorro1, Zorro1	05/15/2014 01:00 PM			
<input type="button" value="Cancel/No Show"/>	Visitor3, Visitor3	Jail Facility	Zorro2, Zorro2	05/15/2014 01:00 PM			
<input type="button" value="Cancel/No Show"/>	Visitor4, Visitor4	Jail Facility	Zorro3, Zorro3	05/15/2014 01:00 PM			
<input type="button" value="Cancel/No Show"/>	visitor6, visitor6	Jail Facility	Zorro7, Zorro7	05/15/2014 01:00 PM			
<input type="button" value="Cancel/No Show"/>	dog, snoop	Jail Facility	Zorro2, Zorro2	05/14/2014 12:00 PM			
<input type="button" value="Cancel/No Show"/>	test, test	Jail Facility	Zorro3, Zorro3	05/14/2014 11:30 AM			

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### Scheduled Visitations

## 1-Click Instant Disconnection

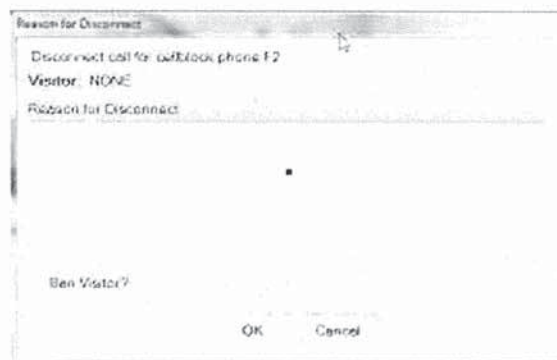
Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations that will be supplied by ICSolutions.

# INMATE CALLING SOLUTIONS



## Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, the VVS will require the authorized user to provide a reason for the disconnection and offers the ability for the authorized user to ban the visitor. All cancellations are provided on the Banned Visitor / Call Termination Report provided above.



## Reason for Disconnect

## Visitor Security

With VizVox, security over the entire video visitation process is comprehensive and easily accessible. Authorized users will be able to perform security functions on-site at the Control Workstation provided by ICSolutions. Authorized facility staff will be able to perform numerous security controls, including but not limited to the following:

- Access inmate as well as visitor records
- Disconnect a visitation session due to a violation in jail policy
- Access visitation history records and generate reports
- Access recordings for on-demand replay
- Download recordings to portable media
- Approve or deny visitation requests



- Access the daily visitation schedule
- Live monitor active video visitation sessions
- Monitor and manage the status and availability of each Watchman G3 unit
- Utilize as an additional temporary live security camera for any area in view of the Watchman G3 unit!

As for visitor registration in particular, VizVox offers several system controls to ensure the facility has security over who may be a visitor, including but not limited to the following:

- Requiring authorization of visitors prior to allowing registration
- Requiring visitors to declare parole or probation status
- Allowing only those visits that are connected by Facility staff
- Requiring the submission of government-issued identification during registration
- Requiring the presentation of the government-issued identification submitted during registration prior to visitation
- Prohibiting scheduling by visitors who are banned

With VizVox, the County can rest assured that its visitation process will contain even more security, all while reducing the necessary staff time. Moreover, because all visits will occur via video, visitors won't be able to pass contraband to inmates, increasing security even beyond visitation.

### Approved Visitor List

VizVox offers several interactive tables to review Visitor information. Staff can look up all visitors, whether they are currently authorized or have been deleted, or just review all authorized visitors for all inmates or limit their search by inmate or visitor.

Visitors						
Cmd	Visitor	Address	City	State	Gender	Deleted
Edit Delete	asdf, asdf asdf DOB: 8/1/1999 Age: 15	1234 asdf	asdf	Delaware	Male	<input type="checkbox"/>
Edit Delete	bear, John DOB: 8/26/1999 Age: 15	243 test	test	Texas	Male	<input type="checkbox"/>
Edit Delete	Blalock, Kevin DOB: 5/19/1978 Age: 36	1234 tdest	san antonio	Texas	Male	<input type="checkbox"/>
Edit Delete	Blalock, Joe DOB: 7/17/1978 Age: 36	1234 test	san antonio	Texas	Male	<input type="checkbox"/>
Edit Delete	Blalock, Kevin DOB: 5/19/1978 Age: 36	1234 test	san antonio	Texas	Male	<input type="checkbox"/>
Edit Delete	blalock, kevin DOB: 5/19/1978 Age: 36	1234 test	san antonio	Texas	Male	<input type="checkbox"/>
Edit Delete	Blalock, Kevin DOB: 5/19/1978 Age: 36	1234 test	San Antonio	Texas	Male	<input type="checkbox"/>
Edit Delete	bledsoe, Jane DOB: 8/1/2000 Age: 14	test	san antonio	Tennessee	Female	<input type="checkbox"/>
Edit Delete	Hood, Brian F DOB: 2/22/1989 Age: 25	1234	sa	Texas	Male	<input type="checkbox"/>
Edit Delete	Lowery, Stephanie DOB: 7/1/2010 Age: 4	2200 Danbury	San Antonio	Texas	Female	<input checked="" type="checkbox"/>

Page 1 of 2 (14 items)      Page size: 10

Visitors Table

# INMATE CALLING SOLUTIONS

Authorized Visitors			
New	Inmate	Visitor First Name	Visitor Last Name
Edit Delete	doe, john		
Edit Delete	inmate, test	Kevin	Blalock
Edit Delete	doe, john	Kevin	Blalock
Edit Delete	doe, jane	Kevin	Blalock
Edit Delete	doe, jane	test	test

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**Authorized Visitors Table**

## Visitor Identification

VizVox is pre-configured to require the submission of identifying information from one of the following types of government-issued IDs: Driver's License, Military ID, Passport, County ID, or Bar Number (required for visitors requesting a privileged, unrecorded visit). Additional identifications for visitors may be added as required by the County at no cost!

ID Type Codes		
New	Code	Code Description
Edit Delete	Drivers License	Drivers License
Edit Delete	Military ID	Military ID
Edit Delete	Passport	Passport
Edit Delete	State ID	StateID

**Identification Types**

## Banned Visitors & Call Termination Report

This report lists visits terminated within a user-specified date range. It can be generated to show all visits terminated or to show specific visitors' terminations / bans. Results are listed by visit date / time, inmate first and last name, visitor first and last name, date terminated, duration, and reason.



Call Termination Report (Visitor Ban)			12/02/2013 to 12/11/2014		
Call Date/Time	Inmate	Visitor	Ban Date	Ban Duration (Days)	Ban Reason
N/A		asdf, asfd asdf	08/10/2014	1	bad
N/A		Blalock, Kevin	08/06/2014	0	bad
N/A		user, test	08/06/2014	0	test
N/A		bear, john	08/06/2014	12	124
7/21/2014 1:20:00 PM	inmate, test	Lowery, Stephanie	07/21/2014	0	testing

### Call Termination Report (Visitor Ban)

## Secure System Access & Roles

The system is table-driven and utilizes a role structure to allow for separation of access to functions. The role structure is available out of the box, and the roles will be tailored to meet the County's needs. Access to all system features requires users to enter a User ID and password. A user must be assigned a role in order to access the VizVox video visitation system, including but not limited to visitation reports and video recordings.

## Feature Access by User Role

Feature Access by User Role	Anonymous	Visitor	Investigator	Control Officer	Scheduler	Scheduler Admin	System Admin
Register New User	X	X	X	X	X	X	X
Login	X	X	X	X	X	X	X
Schedule Visitation		X	X	X	X	X	X
Forgot Password		X	X	X	X	X	X
Change Password		X	X	X	X	X	X
Reset Password		X	X	X	X	X	X
Update Profile		X	X	X	X	X	X
Manage Inmate List		X	X	X	X	X	X
View Video Call Recordings			X	X	X	X	X
Use Control Platform to Place Calls				X	X	X	X
View Scheduled Visitation					X	X	X
Add/Edit Inmate Records					X	X	X
Add/Edit Visitor Records					X	X	X
Change Inmate to Visitor Relationship					X	X	X
View Event Log						X	X
Add/Edit Visitation Centers						X	X
Add/Edit Visitation Center Schedule						X	X
Add/Edit Inmate Visitation Rules						X	X
Add/Edit Visitor Visitation Rules						X	X
Add/Edit Application List Data						X	X
Manage User Accounts						X	X
Configure Device Settings							X
Change Global Application Settings							X
Add/Edit Video Stations							X

X = Limited access

## Visitation On/Off Times

The system will allow for scheduling visits during the times designated by the County. A video visitation schedule can be customized in the VizVox Control Software Platform (CSP) to accommodate the schedule desired by the County. Schedules can be configured by individual or group of video units.

Visitation Center Hours of Operation			
Weekdays	Visitation Center	Open Time	Close Time
<input type="checkbox"/> Sunday		06:00 AM	06:00 AM
<input type="checkbox"/> Monday	Jail Facility	06:30 AM	06:30 AM
<input type="checkbox"/> Tuesday	Remote	07:00 AM	07:00 AM
<input type="checkbox"/> Wednesday		07:30 AM	07:30 AM
<input type="checkbox"/> Thursday		08:00 AM	08:00 AM
<input type="checkbox"/> Friday		08:30 AM	08:30 AM
<input type="checkbox"/> Saturday		09:00 AM	09:00 AM
		09:30 AM	09:30 AM
		10:00 AM	10:00 AM
		10:30 AM	10:30 AM

Save

VizVox offers the County great control over policies and rules, including the ability to set different rules, such as availability, for on-site visitation and remote visits, as well as setting different rules by cellblock or facility. Visitation rules can be configured to allow a set number of visitors each day, week, or month per inmate or facility. Authorized users can also configure the number of visits allowed per inmate, limit the length of each visit, and restrict the visitation schedule to certain hours of the day.



Visitor Visitation Rules - Onsite			
Apply	Privileged Exempt	No.	Rule
<input type="checkbox"/>	<input type="checkbox"/>	1.	Visitors may schedule up to 1 <input type="text" value="1"/> visitations every Day <input type="text" value="1"/> .
<input type="checkbox"/>	<input type="checkbox"/>	2.	Visitors may visit the same inmate up to 1 <input type="text" value="1"/> time(s) every Day <input type="text" value="1"/> .
<input type="checkbox"/>	<input type="checkbox"/>	3.	Visitations must be scheduled at least 24 hours <input type="text" value="24"/> in advance and not more than 1 week <input type="text" value="1"/> in advance.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.	Allow same day <input checked="" type="checkbox"/> scheduling.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	5.	Up to 2 <input type="text" value="2"/> adults and up to 1 <input type="text" value="1"/> children may attend a visitation.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	6.	All adult visitors must be registered.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	7.	Show available visitation time slots in 15 minutes <input type="text" value="15"/> increments.
<input type="button" value="Save"/>			

Inmate Visitation Rules - Onsite			
Apply	Privileged Exempt	No.	Rule
<input type="checkbox"/>	<input type="checkbox"/>	1.	Inmates may have up to 1 <input type="text" value="1"/> visitations every Day <input type="text" value="1"/> .
<input type="checkbox"/>	<input type="checkbox"/>	2.	Inmates cannot have visitations until arraigned.
<input type="checkbox"/>	<input type="checkbox"/>	3.	Inmates cannot have visitations for 3 days <input type="text" value="3"/> after incarceration (booking).
<input type="checkbox"/>	<input type="checkbox"/>	4.	Trustees may have up to 2 <input type="text" value="2"/> additional visitations every Week <input type="text" value="1"/> .
<input type="button" value="Save"/>			

Location Access Rules														
	Time	Location	Visits Allowed	Duration In Minutes	Time Slot Increment Minutes	Time Period	User Phone Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Edit Delete		B pod	0	40	60	Day	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit Delete		C Pod	0	30	30	Day	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Multi-functional Kiosks

The VVS offered by ICSolutions not only handles video visitation, but it can also serve as an inmate kiosk with access to the "Offender Communication Center" (OCC). In addition to the features discussed throughout this proposal, including the ability to display facility rules and policies when not in use for visitation, the OCC enables the G3 to operate as a multi-functional kiosk for the inmates – saving valuable facility staff time by enabling inmate kiosk services to replace traditionally manual processes, such as commissary ordering and grievance filing.

### *Two-Way Email: Secure Mail Designed for Correctional Facilities*

Should the County elect to implement VizVox's Video Visitation System, the kiosks can be configured to allow inmate access the Secure Mail feature on VizVox G3 units. Access Corrections' Secure Mail program can be fully integrated with the VizVox G3 video visitation units. Both inbound and outbound messages are still subject to approval through the web-based facility administration site. Inmate access to Access Corrections Secure Mail features are also subject to a variety of controls available to authorized staff through the intranet-based Secure Mail administration site.

The price for this service is 60¢ per message or color photo. Package pricing is also available. **The County will receive 20¢ per message and 5¢ per photo as additional commission revenue**, regardless of whether messages/photos are paid for individually or as part of a package purchase.

### *Interface with a Current or Future Law Library Research Service*

The VizVox video visitation system and the Watchman G3 includes an option that will allow for an inmate to research the current, or any future Law Library Research service provider from the Watchman G3. This would eliminate the need to transport an inmate to a dedicated terminal in order to search the database. The Law Library Research Service is an option for consideration in this proposal, however should such a service be employed by the County, the Watchman G3 units will provide inmate with access to a database search.

In the same manner and fashion as making a telephone call, the inmate simply touches the icon for Law Library Research at which point the Watchman G3 will open a backend browser to the service provider's data base. The inmate, using a virtual keyboard on the G3 monitor, can research the database for information as it relates to his/her case. The inmate can also print a copy of any pertinent files via a printer provided if this option is selected by the County.

### *Grievance Filing / Medical Request Feature*

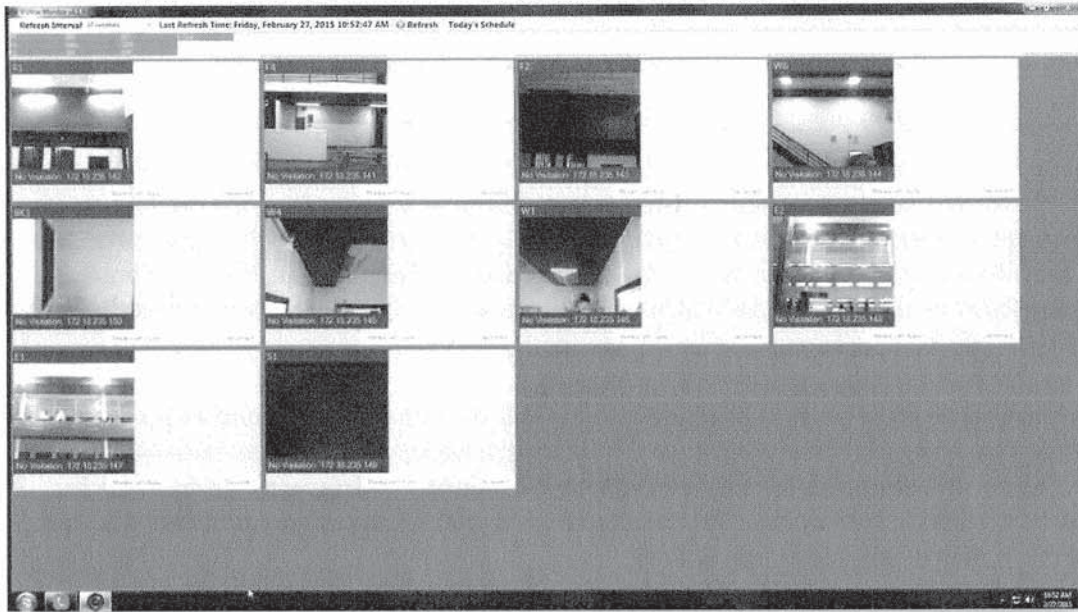
The VizVox video visitation system and the Watchman G3 includes an option, either utilizing the VizVox application or the Keefe Offender Communications portal to allow an inmate to file a grievance, request an appointment with a medical professional, even file information as to criminal activity in the housing pod. The grievance, medical request, or any other such information that the inmate wishes to share with administrators or investigators, is electronically transmitted to staff at which point the appropriate action can be taken.

The inmate simply touches the Grievance Filing icon on the G3 touch panel and the virtual keyboard appears with a blank Word document page. The inmate simply types the information, review on the screen for accuracy, and then hits "Submit," at which point the file is transmitted.

### *Extra Security: Optional Temporary Live View to Housing Units*

When a station is not in use for an active video visitation session, it may be used temporarily as an optional live view into the housing unit to monitor inmates' daily activities.





**Optional Live View to Housing Units**

DCSO currently uses an automated inmate commissary and trust accounting system provided by Keefe Commissary Network ("Keefe") which interfaces with an automated law enforcement management software system provided by Executive Information Systems ("EIS"). The system to be obtained as a result of this RFP must interface with DCSO's existing jail management systems.

**ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated.

## System Integration with The ENFORCER<sup>®</sup>

The ENFORCER<sup>®</sup>'s open architecture means it can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information across multiple Jail systems. ICSolutions designs, builds, and runs our own back office including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects, ***we guarantee our ability to create customized interfaces with the Sheriff's Department's other vendors*** to support our full range of premium integrated services, all **at no cost!**



## Seamless Integration with KCN

Because **ICSolutions is a Keefe company**, we can guarantee a **unique integration** between the inmate phone system, KCN commissary and banking, and Access Corrections' kiosks. We have extensive experience integrating with Keefe at numerous locations throughout the country to provide Integrated Cardless Debit. And, as a Keefe company, we have an **intimate relationship and uninhibited access** to Keefe personnel to complete integrations and resolve any potential integration issues quickly and effectively.

Below are just a few of the dozens of locations where we are currently integrated with Keefe:

- MTC – Giles Dalby (TX)
- MTC – Otero County (NM)
- Santa Ana, CA
- Hunt, TX
- Las Vegas, NV
- Plainfield, IN
- Grafton Sheriff's Department, NH
- Lenoir Sheriff's Department, SC
- Boone Sheriff's Department, IN
- City of Petersburg, VA
- GEO San Diego, CA
- Osceola County Corrections Dept., FL
- Santa Barbara Sheriff's Department, CA
- Ramsey Sheriff's Department, MN
- Jackson, TX
- Carroll Sheriff's Department, MD
- Franklin Sheriff's Department, OH
- Leon Sheriff's Department, FL
- Muscatine Sheriff's Department, IA
- Jackson Sheriff's Department, MO
- Livingston Sheriff's Department, MI
- Santa Cruz Sheriff's Department, CA

Integrating The ENFORCER<sup>®</sup> calling system with Keefe Commissary and Inmate Banking systems will allow us to provide two key services for inmates at facilities: **Cardless Debit calling** and **Over-the-Phone Commissary Ordering**, discussed further below.

## Direct Link Cardless Debit

**ICSolutions is a Keefe company**; therefore, because your facility is using Keefe's KeepTrak<sup>™</sup> Inmate Banking software, ICSolutions can provide your facility with a **unique integration between your inmate phones and commissary systems**. The ENFORCER<sup>®</sup> is equipped with a web-service interface to the Keefe KeepTrak banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes the PIN verification step, The ENFORCER<sup>®</sup> will offer the inmate the option to place a Collect Call or Debit call. If the inmate selects a Debit call, The ENFORCER<sup>®</sup> will calculate the maximum cost of this call, and if the inmate has sufficient funds to allow this call, the system will place a temporary lien on these funds. Once the call is complete, The ENFORCER<sup>®</sup> will compute the actual cost of the call and the KCN system will deduct funds from the inmate trust account and remove the lien.

This interface eliminates the delay caused by needing to transfer funds to the inmate phone account for Debit calling, thereby ensuring an enhanced user experience. From an administrative perspective, this seamless interface streamlines the release and refund process, as all unused funds are tracked and managed by the banking system.



## Over-the-Phone Commissary Ordering

ICSolutions' unique integration between our inmate phones and the Keefe Commissary and Banking system also **enables inmates to complete their commissary ordering via the inmate phones**. This will save your staff countless hours of time distributing and collecting order sheets; speed up order processing; and will make tracking and reporting of orders and payments easier and automated. If you implement Inmate Kiosks in the future, Over-the-Phone Commissary Ordering will supplement commissary ordering by kiosk – providing another way for inmates to access their Trust Accounts and Commissary system.

## EIS JMS Integrations

ICSolutions can integrate with EIS JMS to provide PIN automation, data sharing, and inmate lookup on our Automated IVR. ICSolutions has successfully developed integrations with EIS at other facilities and is therefore able to guarantee our ability to integrate with their system. The interface can be established as a Webservice or delivered in comma-delimited text format by batch to support PIN automation and integration services between the inmate phone system and commissary system, as well as to provide video visitation services with online scheduling capabilities.

For additional information about our integration capabilities, please refer to our response to **Requirement 4.3.1.1**.

## Integrations with the VVS Kiosk

ICSolutions will develop integrations with the VVS and both Keefe commissary and the EIS JMS. The interface with Keefe commissary will enable the inmates to utilize the VizVox kiosks for multiple commissary functions, including commissary ordering. The integration with the EIS JMS will make scheduling and compliance with facility rules even easier!

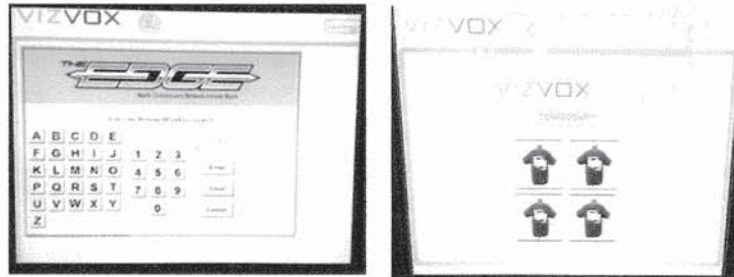
## Interface with Keefe Commissary Services Provider or Any Future Provider

The VizVox Watchman G3 is an IP addressable network terminal and has the capability of interacting and sharing data with other like applications via a browser or web service. One application we are frequently asked to provide is the interface between the Watchman G3 and the client's commissary services provider. This allows an inmate to login to his commissary account, check the status of that account and place an order for any commissary product or service provided by your current provider, Keefe, or any future commissary service provider employed now or selected in the future from the video visitation terminal. This eliminates the need for the jail to provide video visitation terminals and secondary commissary kiosks in the housing units.

*Two different technological services and features that can be provided in one device.*



The process for accessing the commissary services provider is easy to use and seamless to the inmate or staff. An inmate simply presses the "Commissary" icon on the screen of the VVS kiosk at which point the unit launches a web page to the commissary service provider and registers as a terminal on their platform. At this point, the VVS kiosk is nothing more than a terminal on that network and the inmate logs in using his commissary credentials. Then he/she can have access to information on their account and order any commissary service provided at the discretion of the County. The picture below depicts what the screen of the VVS kiosk might look like when an inmate touches the "Commissary" icon:



## Interface with the County's Jail Management System

An interface will be written between the VizVox VVS and the County's EIS Jail Management System (JMS). This will be either a direct interface or via a web service by which the video visitation system will receive a regular data drop or file transfer from the JMS. This file can be a comma delineated file, flat file or XML file. The purpose of this interface is to keep the VizVox CSP software platform current as to each inmate's status in the facility, his/her visitation privileges, his/her location, any restrictions he/she may have concerning who can and who cannot visit with a particular inmate, the jail visitation policies and rules, and his/her availability for a visit.

VizVox will receive the inmate identification number directly from the JMS to ensure they are the same.

The scheduling system can be automated using a JMS feed. Information received from the JMS feed automatically communicates with the VVS so that scheduling can only occur for available inmates and units.

Because the VVS will be integrated with the JMS, the VVS will automatically track all inmate housing unit assignments, movements, and releases. If an inmate is re-assigned, moved, or released, all visits will be rescheduled to a different unit. In the event the visit must be cancelled as a result of the move or release, the visitor will receive an email notification of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session, if applicable.

Through the JMS interface, the system will automatically cancel a visit if the inmate's status changes or if they are released. VizVox will interface with the current Jail Management System (JMS) provider in order for the VizVox database to have a current and the most up to date list of all inmates, their location within the jail, their current visitation privilege status. Through that interface we will also be looking for any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.



The VizVox database will also be looking for any court orders that would prevent that inmate from visiting with a person or groups of persons including gang affiliates, previous offenders or parties that have been an inmate in the jail or any person that the facility deems inappropriate. In short, as long as such a banned visitor list is available through the JMS database interface or if such a list is available to VizVox and regularly updated, VizVox will ensure that contact by any person or persons deemed inappropriate will not take place and such persons will not be allowed to register as a visitor with the VizVox database or schedule a visit with an inmate or groups of inmates.

The visitor will receive an email confirmation when a visit is scheduled. Should a scheduled session be modified or cancelled for any reason, the visitor will receive an email notification of the modification/cancellation with the reason for the modification/cancellation and prompt the visitor to reschedule their session (if needed).

This data interface or knowledge transfer between the JMS and the VVS would take place a minimum of twice an hour or up to four times an hour. The data necessary would include but is not limited to:

- Inmate full name
- Inmate's current location
- Inmate's date of birth
- Inmate Jail ID or other unique identifier
- Inmate Gender and Ethnicity
- Inmate Age

With this information, the VizVox CSP software platform will be able to successfully schedule video visitation sessions and confirm a schedule request to the visitor as well as provide a report to jail staff in order alert the inmates when they have a visit.

This interface is not vendor specific and should the County decide to change vendors at a later date, ICSolutions will ensure that a successful interface with the JMS provider is completed.

#### **4.3 Description of required service and service conditions**

For the inmate telephone system, video visitation, and visitor phones, DCSO requires full-time (24 x 7 x 365) technical support. For a single-unit failure or malfunction, resolution of the problem must occur within twenty-four (24) hours of a call for service. For a multi-unit failure or malfunction, resolution of the problem must occur within four (4) hours of a call for service.

#### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated.

Access to the call recordings or call monitoring is executed through a series of user names, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. At any time, System Administrators may run a Recording Access report to view a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.

As for video visitation sessions, the video is picture in picture, so the streaming of the inmate video and the streaming of the visitor video are merged, making them completely synchronized. There is a time and date stamp associated with both pictures. All recordings are stored as an MPEG file to an HP Storage Server (HP DL185) and maintained on site and can be backed-up offsite for redundancy. All recordings are date and time stamped providing for a chain of custody of the original file from the time the recording was made to the time it was downloaded by an investigator. Recorded visits will be stored for a designated period of time, and can be locked to ensure that they are retained for a longer period if so desired.

- 4.3.1.22 Comply fully with all Federal Communications Commission ("FCC") regulations, rules, and guidelines, including without limitation, those pertaining to communication services for incarcerated persons. The vendor will have the option of implementing the recommended FCC compliance rate or the recommended FCC "safe harbor" rate limit but shall assume all liability in the event the higher rates are challenged. Changes in the permitted rates and fees must not result in expense to the County to operate or maintain the telephone and video visitation system acquired, operated, and maintained in connection with this RFP.

#### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions currently complies with, and will continue to comply with all FCC rate regulations. ICSolutions assumes all liability in the event our rates are challenged. ICSolutions will not charge the County if there are any changes to the permitted rates and fees.

#### **4.3.2 Jail visiting area system requirements**

In addition to fulfilling all applicable technical, performance, and financial requirements of Sections 4.3.1, the system must:

- 4.3.2.1 Provide for the monitoring and recording of communications between inmates and visitors during face-to-face on-site visits at the visitation windows in the Jail's reception area and securely maintain such recordings for a minimum of one (1) year or longer.



## 5. PROPOSER'S STATEMENT

### 5.1 Proposer's statement

Proposers must submit a written document, providing in detail the following information and attachments, in the order requested below.

#### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has responded fully to the following requirements in the same order as requested below. All attachments are included in the Exhibits section of the proposal response.

- 5.1.1 A statement indicating how the proposer's system will interface with the County's existing jail management systems. The proposer should provide examples of other facilities in which its system interfaces with jail management systems similar to those of the County and information about the technical means that will be used to effect the interface.

#### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems; and because we are a Keefe company and Keefe is already integrated with EIS at Douglas County, we can guarantee a unique integration between the inmate phones, KCN, and EIS.

ICSolutions guarantees its ability to create interfaces with any other third-party or in-house systems, such as JMS, commissary, banking, records management, kiosks, and other jail systems. The ENFORCER® can accept data in virtually any format, so ICSolutions is completely flexible in how we receive data from other systems. ICSolutions can easily create web-services-interfaces that allow data and/or funds transfers in real time, and we can create FTP interfaces that exchange data on a predefined schedule. ICSolutions has proven this ability by interfacing with dozens of other systems to provide for automated PINs, card-free debit calling, over-the-phone commissary ordering, trust account debit calling, prepaid and debit deposit services via lobby kiosks, and more.

ICSolutions designs, builds, and runs our own back office including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects, ***we guarantee our ability to create customized interfaces with the Sheriff's Department's other vendors*** to support our full range of premium integrated services, all **at no cost!**

These integrations provide seamless transfer of inmate data, such as inmate account and PIN information, and **eliminate redundant data entry**. Our integrations with the Facility's Keefe commissary and EIS JMS also allow ICSolutions to offer new and unique products that can make your job more efficient and effective, such as **DirectLink Cardless Debit** and **Access SecureMail**.



## Guaranteed, Seamless Integration with KCN

As a member of the Keefe Group of companies, ICSolutions can guarantee a unique integration between your inmate phones and Keefe commissary / banking systems to provide for several automated services:

- ✓ DirectLink Cardless Debit Calling
- ✓ Over-the-Phone Commissary Ordering
- ✓ Over-the-Phone Balance Inquiry
- ✓ Automated Funding Alerts

We have extensive experience integrating with Keefe at **dozens of locations** throughout the country. And, as a Keefe company, we have an **intimate relationship and uninhibited access** to Keefe personnel to complete integrations and resolve integration issues quickly and effectively. We can guarantee ICSolutions' products seamlessly integrate with all Keefe and Access Corrections products and services.

### *DirectLink Cardless Debit Calling*

DirectLink Cardless Debit is a superior inmate calling product that enables inmates to use funds *directly* from their inmate trust account to pay for each Debit call. There is never a need to open a separate Debit phone account or transfer funds back and forth between accounts. There is also no delay in accessing inmate funds for calling; as soon as the funds are available in the inmate's Trust Account, they can be used to place Debit phone calls. This instant access can greatly increase call volumes, because there is no need to wait for weekly commissary orders to purchase phone cards. Furthermore, there is no need to manage a separate refund process upon release.

### *Over-the-Phone Commissary Ordering*

The ICSolutions / KCN interface can also enable inmates to place commissary orders using any standard inmate telephone. Inmates can enter their Inmate ID / Phone PIN, and press a speed-dial digit to access the automated commissary ordering system.

From here, inmates follow the automated operator prompts to make commissary purchases. This service eliminates the need to manage and process paper commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones.

### *Over-the-Phone Balance Inquiry*

Using any standard inmate telephone, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility.

### *Automated Funding Alerts*

Automated funding alerts can provide an automated message to an inmate any time new funds are posted to his or her account. The inmate will hear any new funding messages each time he or she picks up an inmate phone and enters their Inmate ID / Phone PIN. This service is helpful to inmates in keeping them apprised to new deposits, and it eliminates the need for the Facility to provide paper receipts to inmates.



## EIS JMS Integrations

ICSolutions can integrate with EIS JMS to provide PIN automation, data sharing, and inmate lookup on our Automated IVR. ICSolutions has successfully developed integrations with EIS at other facilities and is therefore able to guarantee our ability to integrate with their system. The interface can be established as a Webservice or delivered in comma-delimited text format by batch to support PIN automation and integration services between the inmate phone system and commissary system, as well as to provide video visitation services with online scheduling capabilities.

For additional information about our integration capabilities, please refer to our response to **Requirement 4.3.1.1.**

## Integrations with the VVS Kiosk

ICSolutions will develop integrations with the VVS and both Keefe commissary and the EIS JMS. The interface with Keefe commissary will enable the inmates to utilize the VizVox kiosks for multiple commissary functions, including commissary ordering. The integration with the EIS JMS will make scheduling and compliance with facility rules even easier, allowing for information to seamlessly transfer to the VVS. In the event that the inmate is transferred to a different housing area, the VVS will automatically reschedule that visit provided there is an available VVS station in that new housing unit for the date and time of the original visit.

***Again, we guarantee our ability to create customized interfaces with the Sheriff's Department's other vendors*** to support our full range of premium integrated services, all **at no cost!**

5.1.2 A sample schedule and plan for installation of equipment and DCSO personnel training.

### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has included a 45-day schedule and plan for installation of ITS equipment and a training plan as **Exhibit F**. This schedule will include utility coordination, training, cut over, and testing. The system will be installed with minimal disruption to the normal functioning of your facilities.

ICSolutions' professionally trained project team will coordinate the transition from the current vendor to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing the County with seamless transition of service from your current vendor and exceptional support following installation.

The ICSolutions' Operations Team will work together with the ICSolutions Project Manager to coordinate every aspect of the transition of service. The Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress.

The final screen the visitor sees is the confirmation screen:

**Visitation Has Been Scheduled**

Visitor Name:	bledsoe, jane
Visitation Center:	Visitation Center
Visitor Station:	<b>V01</b>
Inmate Name:	bledsoe, joe john
Visiting Adults:	1
Visiting Children:	0
Visitation Date:	2/28/2015
Start Time:	12:40 PM
End Time:	12:45 PM

Once a session is scheduled, the VizVox CSP software will generate a scheduling report listing all scheduled visits with inmate name, visitor name, additional attendees, date and time of the visit, and the units that will be used for the visit. This scheduling report is available from the VizVox Control Workstation or via a browser to authorized personnel or County staff. Should a scheduled session be cancelled for any reason, the visitor will receive an email notification of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

5.1.15 A list of five (5) client references, preferably from Oregon or Pacific Northwest clients with facilities similar in size to those for which the proposed system would be provided for the County for which the proposer has provided telephone and/or video visitation systems. The following information should be included for each reference:

- Client name and contact person
- Client contact information (address, telephone and fax numbers, e-mail address)
- Description of services and equipment provided
- Dates of services provided

### **ICSolutions Response:**

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions serves **hundreds of correctional facilities** across the U.S. as the **Prime Contractor**, at Counties and State DOCs ranging in size from less than 100 beds to more than 8,000. We are proud to offer the following references where ICSolutions is currently the Prime Contractor. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. Dozens of additional accounts where we serve as the Prime Contractor are listed in **Exhibit A** of this Proposal, in our **ICSolutions Client List**. We have also provided Letters of Reference from several of our clients in **Exhibit O**. ICSolutions is proud of our service history, and **we encourage you to call anyone on our Client List**, in addition to the five references below.



We have chosen these references as they can testify to particular services we are offering at Douglas County. All references are currently using our centralized ENFORCER® inmate telephone system. At Macomb, Graham, and Minnehaha Counties, we have installed the same video visitation system proposed for Douglas County. At Mohave County and GEO Western Regional, we are currently integrated with Keefe to provide enhanced integrated services, such as over-the-phone commissary ordering.

### References with Video Visitation Installations

Customer Name:	<b>Macomb County Jail</b>	Number of Facilities:	1
Contact Person:	Michelle Sanborn Jail Administrator <a href="mailto:Michelle.Sanborn@macombcountymi.gov">Michelle.Sanborn@macombcountymi.gov</a>	Telephone Number:	(586) 307-9348 (586) 307-9621 fax
Address:	43565 Elizabeth Road	Total Number of Phones:	148
	Mt. Clemens, MI 48043	Total Inmate Population:	1,175
Former Provider:	Securus	Date Service Began:	October 2012
Services Provided:	Inmate Telephone System	Video Visitation by VizVox™	

Customer Name:	<b>Graham County Adult Detention Center</b>	Number of Facilities:	2
Contact Person:	Commander Tim Graver <a href="mailto:tgraver@graham.az.gov">tgraver@graham.az.gov</a>	Telephone Number:	(928) 428-3141
Address:	523 South 10 <sup>th</sup> Street	Total Number of Phones:	25
	Safford, AZ 85546	Total Inmate Population:	140
Former Provider:	Securus	Date Service Began:	December 2013
Services Provided:	Inmate Telephone System	The Investigator Pro™	Video Visitation by VizVox™

# INMATE CALLING SOLUTIONS

Customer Name:	<b>Minnehaha County</b>	Number of Facilities:	2
Contact Person:	Lt. Rod Axsom raxsom@minnehahacounty.org	Telephone Number:	(605) 978-5510 Fax (605) 367-4363
Address:	320 W 4th Street	Total Number of Phones:	45
	Sioux Falls, SD 57104	Total Inmate Population:	570
Former Provider:	Securus	Date Service Began:	July 2013
Services Provided:	Inmate Telephone System	Video Visitation by VizVox™	

## References with Enhanced Keefe Integrations

Customer Name:	<b>GEO – Western Region Detention Facility</b>	Number of Facilities:	1
Contact Person:	Christopher St. Jean Assistant Warden <a href="mailto:cstjean@geogroup.com">cstjean@geogroup.com</a>	Telephone Number:	(619) 232-9221 (619) 232-9224 fax
Investigator™ Contact Person:	Christopher St. Jean	Telephone Number:	(619) 232-9221 (619) 232-9224 fax
Address:	220 West C Street	Total Number of Phones:	85
	San Diego, CA 92101	Total Inmate Population:	700
Former Provider:	GTL	Date Service Began:	April 2012
Services Provided:	Inmate Telephone System	The Investigator Pro™	



Customer Name:	<b>Mohave County Jail &amp; Detention Center</b>	Number of Facilities:	2
Contact Person:	Robert Vollbracht, Assistant Director Support Services <a href="mailto:robert.vollbracht@mohavecounty.us">robert.vollbracht@mohavecounty.us</a>	Telephone Number:	(928) 753-0759 x4689
Address:	501 W.. Hwy 66	Total Number of Phones:	65
	Kingman, AZ 86401	Total Inmate Population:	625
Former Provider:	GTL	Date Service Began:	June 2014
Services Provided:	Inmate Telephone System		

5.1.16 A description of additional services, if any, that are related to the work of the contract intended to result from this RFP but are not specifically required by it.

#### ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is offering several product lines to **efficiently manage inmates from booking to release** – including ICSolutions' Reverse Lookup, Inmate Voicemail, Email, The Communicator Inmate Communications Portal, Voice Biometrics, Word Detective Keyword Search, and more. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork, cash-handling and other administrative duties that jail staff must perform to support inmate services.

#### “The Attendant” IVR (Information Line)

At no cost to the County, and with no impact on commissions or the cost of calling, ICSolutions can implement an Interactive Voice Response (IVR) system to provide public and inmate callers with automated information. This can include **basic jail information** (location, visitation hours, etc.) and, with a JMS integration, **inmate-specific information** (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature is available at no cost to the County.

Our automated telephone inquiry system, called “The Attendant,” is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific detainees. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.



#### Client Testimonial Summit County, OH

*“The Attendant” has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.” – Captain Shane Barker, Summit County, Ohio*



## “The Communicator” Paperless Inmate Communications Portal

The “Communicator” completely eliminates the need for the County to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

Reserve Inmate

Inmate ID

Category

All

☒

Filter by Status

☒ Submitted

☒ Reviewed

☒ Responded

☐ Listened

☒ Active Inmates Only

Submitted Between

From

03/05/2013

To

06/21/2013

CLEAR

SEARCH

ADD NEW

CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded	Elapsed	Listened	Play
5130511	Facilities	116522	CARLSON DOUGLAS	06/07/2013 10:21:43		06/07/2013 10:24:33	5:32	<input type="checkbox"/>	<input type="button" value="View"/>
5130609	Facilities	116522	CARLSON DOUGLAS	06/07/2013 09:55:40		06/07/2013 12:43:50	2:48	<input type="checkbox"/>	<input type="button" value="View"/>
5130621	Medical	116587	NAVA MOISES	06/04/2013 10:06:21		06/04/2013 12:32:08	2:25	<input type="checkbox"/>	<input type="button" value="View"/>
5127006	Facilities	116252	VINHA-VINHA, SILAS	06/04/2013 10:06:02		06/04/2013 12:29:10	2:23	<input type="checkbox"/>	<input type="button" value="View"/>
5127055	Medical	116522	CARLSON DOUGLAS	06/04/2013 10:05:59	11/28/2012 14:35:00	06/04/2013 12:16:05	2:10	<input type="checkbox"/>	<input type="button" value="View"/>
5130608	Facilities	112283	HOFFMAN CARRE	06/03/2013 10:06:14		06/07/2013 12:44:18	98:38	<input type="checkbox"/>	<input type="button" value="View"/>
5130536	Grievance	112567	AGUILAR JACOB	06/02/2013 10:06:09	06/02/2013 10:40:34			<input type="checkbox"/>	<input type="button" value="Reply"/>

The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER®, and the response will be delivered to a secure voice mailbox for inmate retrieval. The Communicator is a standard part of The ENFORCER® calling system and is provided at no cost to the County, and with no impact on our financial offer.

## Inmate Voice Messaging

Using the same messaging service developed for the paperless grievance process, ICSolutions can provide *inbound* inmate voicemail. Messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes.

The voicemail system requires the outside party to have an established PrePaid Collect account prior to accessing the system.

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their PrePaid Collect account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate’s last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

**Revenue generated by this value-added service will be shared 50/50 with the County.** ICSolutions proposes a **\$1.00 fee per message**, of which the County would **receive 50¢**.



Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into The ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

### Message of the Day<sup>SM</sup>

Using the same voice messaging system described above, authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER®, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

### Funding Announcements

The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by The ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.

### Reverse Lookup

ICSolutions can provide the facility with integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

# INMATE CALLING SOLUTIONS

**Personal Allowed/Blocked Numbers (PANs)**

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-618-4	863	BOC	TV AMY	ATTORNEY	GRANITE CITY, IL, Allow	All	04/20/2010 11:19:43	enf	1	<a href="#">Details</a>
2	1-618-7	181	HA	JOHN	COUSIN	GRANITE CITY, IL, Allow	All	04/20/2010 11:19:43	enf	1	<a href="#">Details</a>
3	1-618-5	440	LE	NOCK	GRIFFIN	GRANITE CITY, IL, Allow	All	04/20/2010 11:19:43	enf	1	<a href="#">Details</a>

[Close](#)

Address: 233 [REDACTED] AVE  
 C/SZ: GRANITE CITY, IL  
 Alt Phone: 16181111113

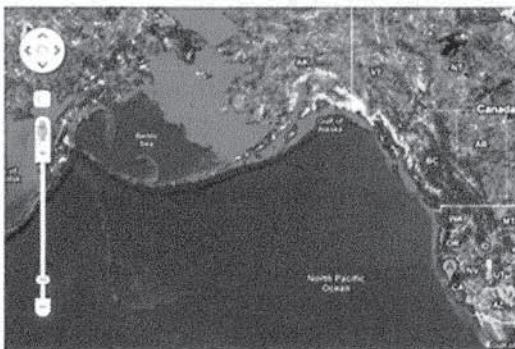
Select	Play	Notes	Off Hook Time	End Type	Inmate ID	Inmate Seg	Phone number	Bill Start Time	Call Type	Loc Type	Talk Secs	Bill Secs	Cost	ETME	Result
<input type="checkbox"/>	<input type="checkbox"/>		11/15/2010 10:07:58	Preanswer Hangup	0			11/15/2010 10:07:58	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>	<input type="checkbox"/>		11/15/2010 10:05:08	No Call	unknown	0		11/15/2010 10:05:08	Not Set	None	0	0:00	\$0.00		No Answer
<input type="checkbox"/>	<input type="checkbox"/>		11/15/2010 10:01:32	Preanswer Hangup	3278372	1021	1-978-007-4147	11/15/2010 10:01:32	Collect	Inter/Lata/InterState	0	0:00	\$0.00		No Answer
<input type="checkbox"/>	<input type="checkbox"/>		11/15/2010 09:52:41	No Call	3278372	1021			Lata/InterState	0	0:00	\$0.00		No Answer	
<input type="checkbox"/>	<input type="checkbox"/>		11/15/2010 09:52:15	Preanswer Hangup	0						0	0:00	\$0.00		No Answer

[Close](#)

JOHN [REDACTED]  
 1595 Alameda WAY MORGAN HILL, CA 95037

The address can be clicked to reveal a map and recent satellite photo of the location.

1595 Alameda Way  
 Morgan Hill, CA 95037



Directions: Search nearby: route ▼

## Reverse Lookup

### Records Seal

ICSolutions has several methods for protecting sensitive inmate information from general access. These methods include finite control over user roles and access privileges; the ability for authorized users to "hide" one or more recordings from general access; and a "high-profile inmate" status – which restricts access to a particular high-profile inmate's records to only selected users.

To these solutions, ICSolutions has also recently introduced our Records Seal function. In a court case related to a criminal charge against an incarcerated inmate, a court judge can order the non-availability or "sealing" of all inmate records or selected inmate call information. To enable a correctional facility to comply with such a court order, The ENFORCER® enables an *authorized user* to perform two different types of record sealing requests:

- Full Records Seal** – Seal *all* records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, *every* piece of inmate information in The ENFORCER® is sealed completely.



- **Partial Records Seal** – Seal CDRs and call recordings only for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. (All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.)

Authorization to request either type of record seal must be set up by The ENFORCER® Site Administrator for a designated user. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the customer.

## The Verifier<sup>SM</sup> Real-Time Voice Biometrics

At no cost to Douglas County, ICSolutions will install the ENFORCER®'s Verifier<sup>SM</sup> **real-time inmate voice verification** module. The Verifier<sup>SM</sup> matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. The Verifier<sup>SM</sup> requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in The ENFORCER®.

The Verifier<sup>SM</sup> can be set up for either Manual Enrollment or **Auto Enrollment** of each inmate voice. With Manual Enrollment, the inmate must complete an initial *enrollment* process in order to store his/her voice model in The ENFORCER® prior to placing any calls. Pre-recorded prompts guide the inmate through this enrollment process. With Auto Enrollment, The ENFORCER® samples previously recorded inmate calls to build the voice model for each inmate. **Auto Enrollment saves the facility the step of having the entire inmate population enroll their voices manually upon deployment of The Verifier.**

The latest version of The Verifier also offers "Imposter Detection," a new feature that is currently installed and working in Nacogdoches County, Texas. Imposter Detection works in **real time** to detect calls on which the inmate voice changed after passing the initial verification step. An icon is posted next to the call entry in The Observer to indicate that an Imposter has been detected. And, because the detection occurs in real time, an **alert can be sent to interested investigators while the call is still in progress.**

The following standard reports for The Verifier<sup>SM</sup> are available on-demand through The ENFORCER®:

- **Enrollment Status** – provides a listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.
- **Verification Activity** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities according to a specified date range.

These features are built right in to The ENFORCER® platform, offering the County a voice biometric tool that does not require separate software.

## *Voice Biometrics from Investigator Pro™*

As an option, ICSolutions can also offer Investigator Pro™ *continuous* voice identification, by JLG Technologies. With Investigator Pro™, any and all inmate voices on the call are *continuously identified throughout each call*, ensuring that the inmate who placed the call remains on the line. Implementation of Investigator Pro™ may require a per-call pass-through licensing fee.

Please also refer to **Exhibit N** for more detailed information about Investigator Pro™.

## Word Detective Key Word Search Powered by Nexidia

With our Word Detective keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detective searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

### *Keyword Search – Expanded Capabilities*

Word Detective can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, we are building a generic “Association Table” that contains common search terms and their associated words or phrases. We are using information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.

The indexing engine that powers Word Detective, Nexidia, has always had the ability to use an Association Table; we have recently designed and are expanding the Word Detective user interface in order to offer this feature through the ENFORCER®’s GUI.



**INMATE CALLS** **THE ENFORCER®** User: bclark 11/20/2014  
Copyright 2013

Inmate Global Accounts Monitor Call Info Reports The Investigator Site Admin ICS Admin Tools Logout

Found 9 results. Displaying 1-9.

Search Phrase:	Score	Phrase	Inmate ID	Inmate Name	Station ID	Called Number	Call Time	Offset	Duration	Occur.	Notes	Play	Detail
Lawyer	97	Lawyer	117375	OLIVER, CHARLES	1100	1.847.889.2636	35032013 12:15	4:11	17:09	3			
Lawyer	97	Lawyer	117375	OLIVER, CHARLES	1111	1.708.691.3740	35022013 19:00	4:20	17:55	1			
Lawyer	97	Lawyer	117375	OLIVER, CHARLES	1100	1.817.895.4212	35032013 12:34	1:31	1:52	2			
Lawyer	96	Lawyer	117375	OLIVER, CHARLES	1100	1.773.842.9889	35032014 10:24	1:15	18:15	1			
Lawyer	96	Lawyer	117375	OLIVER, CHARLES	1100	1.773.842.9889	35032014 12:38	2:57	4:57	1			
Lawyer	95	Lawyer	117375	OLIVER, CHARLES	1111	1.773.842.9889	35032014 10:25	1:10	2:06	1			

Language: North American (117375)  
Start Play: 5  
CS#:  
Inmate ID: 117375  
Station ID:  
Called Number:  
Start Date: 35092013  
End Date: 35042013  
Level: 130  
Live This: auto

CLEAR SEARCH HELP

### Word Detective in The ENFORCER® GUI

With this feature in place, investigators can run a search for a specific word, and Word Detective will return results that contain that word *or any associated terms*. For example, a search for the word "attorney" would find conversations that contain the word "attorney" *or* the word "lawyer."

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ENFORCER® Word Detective interface – that is available facility-wide; or, each user can create his or her own custom tables containing a personal list of word associations.

In addition to the functionality above, Word Detective users will also be able to run advanced searches for more than one specific word using "and / or" statements. For example, an authorized user could search for "drugs and sell," and Word Detective would return results in which both words appear in the same sentence.

For a complete description of Nexidia, please also refer to **Exhibit M** of this proposal.

### Access Corrections: Secure Mail

ICSolutions can provide *SecureMail* Inmate Email by Access Corrections, at no cost to the County. SecureMail allows inmates and their loved ones to communicate via a secure email process customized for correctional facility use. The system allows parties to send and receive approved email messages and photos (at the County's discretion).

- ❖ Jails spend countless hours processing letters addressed to inmates. This process may include x-ray of contents, testing of the paper, preparation of mail, rejection paperwork, and review of contents for prohibited messages. Secure Mail offers an alternative which allows family members to communicate via a secure email process customized for correctional facility use.

# INMATE CALLING SOLUTIONS

- Friends & family log in to our secure website [www.accesscorrections.com](http://www.accesscorrections.com) to send email messages
- Many payment options including Debit Card and Credit Card
- Photo messaging options are available
- Inmate reply options are available
- Bilingual (English/Spanish) with translations for facility staff review
- No risk of contraband or dangerous content
- Saves time in processing mail
- **Word Watch Filter Software scans each message for words or phrases** that are predefined by each facility, enabling faster review by facility personnel
- **Revenue Source** – The price for SecureMail is 60¢ per email message or color photo, with discounted rates available for package purchases. The County will receive **20¢ for each email message**, and **5¢ for each photo**, as **additional commission revenue**.

Emails can be delivered using one of the following methods:

- ✓ **Print and Deliver** - The Print- Deliver- with Scan-Back Reply method allows the Customer to send a text or photo message to the inmate, by logging into the secure website [www.accesscorrections.com](http://www.accesscorrections.com). Once the Customer has completed the message it automatically passes through a filter process that scans each message for words and phrases that are predefined by the facility and then is placed in the facility's inbox on Access Corrections' secure website. The message or photo will print out in the facility mailroom.
- ✓ **ICSolutions Kiosk** – Should the County elect to implement ICSolutions' Video Visitation System, the kiosks can be configured to allow inmate access the Secure Mail feature on the VVS units. Access Corrections' Secure Mail program can be fully integrated with the ICSolutions video visitation units. Both inbound and outbound messages are still subject to approval through the web-based facility administration site. Inmate access to Access Corrections Secure Mail features are also subject to a variety of controls available to authorized staff through the intranet-based Secure Mail administration site.

For more detail on the proposed solution, please refer to **Exhibit O**.

## Data Detective®

In order to bring the latest in intelligence gathering to client facilities using our payment and calling services, ICSolutions offers Data Detective®, our data mining solution specifically designed for our services. This tool is designed with the investigative nature of the corrections market in mind.

Using Data Detective®, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- **Receiving phone calls**
- Depositing funds into an inmate's account



- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)

Key features of Data Detective include:

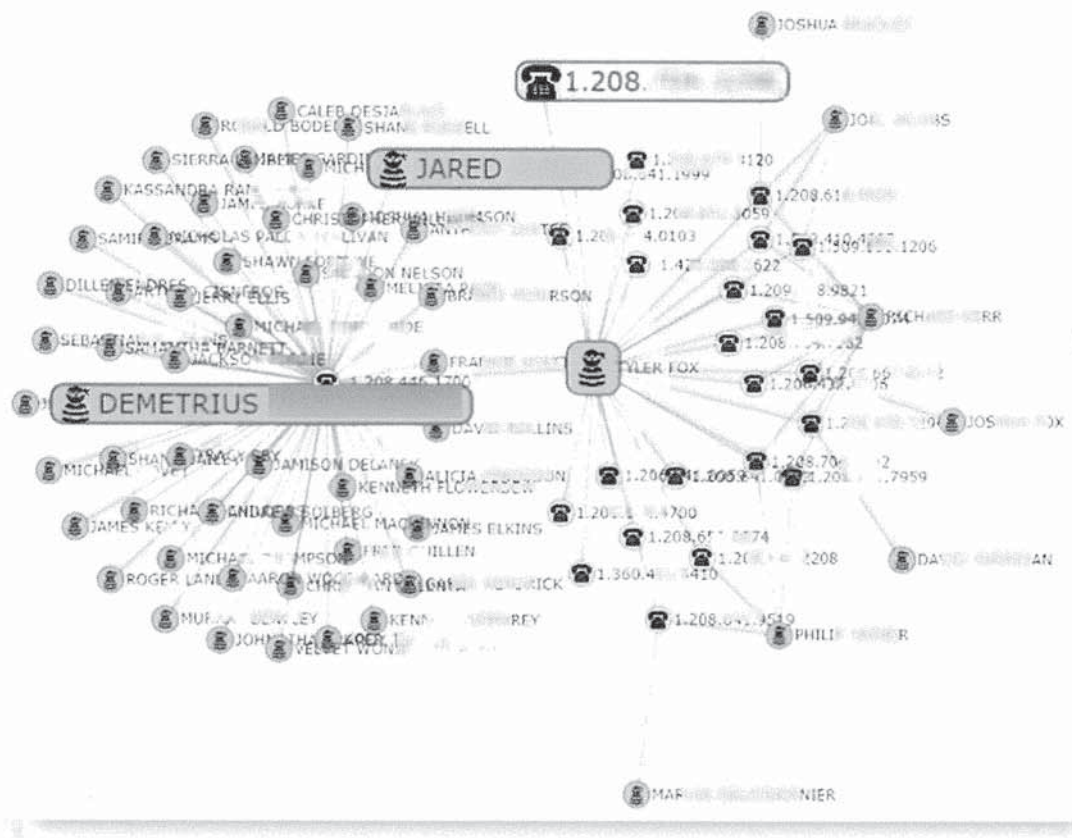
- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Like The ENFORCER®, Data Detective is a web-based program. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information.

The County will have access to Data Detective reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

Below is a sample Data Detective **visual map**. The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.

# INMATE CALLING SOLUTIONS



Data Detective Visual Map

## Direct Link Cardless Debit

**ICSolutions is a Keefe company;** therefore, because your facility is using Keefe's KeepTrak™ Inmate Banking software, ICSolutions can provide your facility with a **unique integration between your inmate phones and commissary systems**. The ENFORCER® is equipped with a web-service interface to the Keefe KeepTrak banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes the PIN verification step, The ENFORCER® will offer the inmate the option to place a Collect Call or Debit call. If the inmate selects a Debit call, The ENFORCER® will calculate the maximum cost of this call, and if the inmate has sufficient funds to allow this call, the system will place a temporary lien on these funds. Once the call is complete, The ENFORCER® will compute the actual cost of the call and the KCN system will deduct funds from the inmate trust account and remove the lien.

This interface eliminates the delay caused by needing to transfer funds to the inmate phone account for Debit calling, thereby ensuring an enhanced user experience. From an administrative perspective, this seamless interface streamlines the release and refund process, as all unused funds are tracked and managed by the banking system.



## Over-the-Phone Commissary Ordering

ICSolutions' unique integration between our inmate phones and the Keefe Commissary and Banking system also **enables inmates to complete their commissary ordering via the inmate phones**. This will save your staff countless hours of time distributing and collecting order sheets; speed up order processing; and will make tracking and reporting of orders and payments easier and automated. If you implement Inmate Kiosks in the future, Over-the-Phone Commissary Ordering will supplement commissary ordering by kiosk – providing another way for inmates to access their Trust Accounts and Commissary system.

## Visitation Phone Recording

The ENFORCER® system also offers the ability to provide recording and monitoring for the facility's visitation booths. Visitation booths will be assigned a station id to allow access to the conversations and recordings using the same search tools used for locating inmate phone conversations for review. All listening and recording playback is performed using the same workstation used for other administrative and investigative tasks.



Wintel 7005SS

The phones used will be Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side. Both are stainless steel miniphones, but the 7005SS has a keypad for the inmate to enter their PIN during the set-up for the conversation.



Wintel 7429VST

## Inmate Tablets by Jail Education Solutions

ICSolutions can provide, ruggedized seven-inch connected **inmate tablets** and an accompanying secure network for the purpose of rehabilitation, inmate management, and decreased recidivism. This tablet solution can be financed through an adjustment to our financial offer, or it **can be set up as a self-funding program through the sale of premium content – enabling ICSolutions to offer tablets with no impact on our financial offer!**

In partnership with Jail Education Solutions and its Edovo educational platform, these secure tablets offer an end-to-end solution with not only a full education suite, but the ability to integrate with ICSolutions phones and other vendor's services - email, entertainment, commissary, grievances, etc. Operating in correctional facilities in



Philadelphia, Chicago, and California, Edovo safely offers the most full-featured and flexible platform in corrections that allows inmates free daily access to rehabilitative services in their common areas and day rooms, and will allow the County to track the progress of inmates and see significant gains to inmate behavior. Edovo tablets are designed specifically for corrections, and as such, have the stringent levels of security required.

With thousands of hours of material covering not only everything from literacy to college course work, Edovo also has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. Edovo also recognizes an important place for incentives in its uniquely designed learning management system. Users earn points for doing self-improvement content that can then unlock entertainment content as a reward. This not only motivates fringe learners and retains engagement, but it also provides social cover in an environment where learning is not always viewed favorably. While Edovo curates and includes the broadest range of content in corrections, it also allows facilities to upload their own content - PREA, existing training, or the inmate handbook - to decrease cost and track engagement. Investment in inmate education leads to reduced recidivism, but programming in correction is limited in scope by budget, space, and movement. Edovo overcomes these challenges.

Edovo transforms the environment of a correction facility. Rather than aimlessly watching television, inmates quietly focus on exploring a topic of interest at their own pace, all while earning rewards for their work. Operationally, when tablets are unlocked and checked out from charge carts in the morning, inmates traditionally engage for hours each day in near silence until tablets are returned to secure charge carts and locked up for the night. Feedback from both inmates and correctional officers has been overwhelming positive. Tablets with accessible self-improvement are changing the dynamic of facilities across the country.

Please also refer to **Exhibit J** for more information about inmate tablets by JES.



## 7. SUMMARY OF FINANCIAL OFFER

ICSolutions' financial offer for Douglas County includes:

- ✓ **A Commission Rate of 78.1% of Adjusted Gross Revenue for all Inmate Phone Calls**
- ✓ **An 18-Unit Video Visitation System from VizVox**
- ✓ **Optional Inmate Tablets from Jail Education Solutions**
- ✓ **Value-Added Services to Generate Additional County Revenue –**  
*50% Paid on Inbound Inmate Voicemail & Remote Video Visitation Fees, plus Additional Revenue Generated by Inmate Email!*
- ✓ **Simple, Postalized Rate Plan & Reduced Fees**

In addition, our offer includes all of the following at **no cost to the County**:

- ✓ Centralized call processing via the ENFORCER®
- ✓ 35 stainless steel inmate telephones
- ✓ 4 visitation booths (8 total handsets), wired to The ENFORCER® to monitoring & recording
- ✓ 1 TDD/TTY device
- ✓ 1 dedicated workstation with printer
- ✓ All necessary Inmate Phone System hardware, software, and unlimited user licenses
- ✓ Installation, training, and warranty, maintenance, and support for the life of the contract
- ✓ **The ENFORCER® Investigative Suite**
  - Interface to the County's JMS for automated inmate ID/PIN updates
  - The Verifier real-time biometric inmate identity verification
  - Word Detective® phonetic word search technology
  - Data Detective data mining & link analysis
- ✓ **The ENFORCER® IVR Suite**
  - The Attendant<sup>SM</sup> informational IVR for inmates and public callers
  - The Communicator<sup>SM</sup> 100% paperless inmate communications portal
- ✓ **The ENFORCER® Communication Tools**
  - Free calls from all booking phones
  - Inbound inmate voicemail – each inmate assigned a personal mailbox on the system
- ✓ **Interface to Keefe Banking & Commissary**
  - Automated DirectLink Cardless Debit Calling
  - Over-the-Phone Commissary Ordering
- ✓ Online storage of inmate call recordings and data for the life of the contract, plus any required retention period thereafter
- ✓ 99.999% system uptime guarantee
- ✓ 24 x 7 x 365 live, U.S.-based technical & customer service

### Video Visitation

ICSolutions will install a **Video Visitation System** (VVS) manufactured by our partners at VizVox, which includes all of these features:

- 18 multi-functional G3 inmate video visitation kiosks
- Long-term recording storage
- Web-based visitor registration & scheduling
- **Commissary Ordering** from G3 kiosks
- **Secure Mail** access from G3 kiosks
- Access to Keefe's "**Offender Communication Portal**"
  - **Grievance reporting**
  - **Medical requests**
  - **Inmate handbook + jail policies**
- **Remote visitation enabled**
- Bandwidth to support remote visitation
- Visitation Fee collection & accounting
- All required hardware, software, & licenses
- Turnkey installation including all necessary conduit & cabling
- All-inclusive warranty, support, & maintenance package

ICSolutions will incur all costs to support remote visitation and will provide the County with 50% Commission on all Remote Visitation Fees, as described in the "Revenue Sharing" section below.

## *Optional: Inmate Tablets*

At Douglas County's option, ICSolutions can provide portable **Inmate Tablets** from Jail Education Solutions. Features include:

- Ruggedized inmate tablets for the corrections environment
- Edovo Inmate Education content
  - Intuitive, rewards-based learning
- Access to movie & music content
- Phone calling enabled

This program can be provided with an adjustment to our commission offer. The adjustment would be dependent upon how many units are desired, and ICSolutions would be happy to provide a quote upon request. Or, as an alternative, tablets can be deployed as a self-funding program with no impact to our financial offer. Tablets are self-funded through the sale of premium tablet content.



## Revenue Sharing

ICSolutions will pay the County Inmate Phone commissions at the rate of **78.1%** of Adjusted Total Gross Revenue. ICSolutions will retain the first \$1.00 per call to amortize the investment in the Video Visitation System. The County will receive 78.1% Commission on the total gross revenue generated after the first \$1.00 of each call ("Adjusted Total Gross Revenue"). Commissions are calculated monthly based on the gross revenue generated by **all completed inmate calls of every kind**. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

### **ICSolutions Pays One Commission Rate for All Calls:**

ICSolutions would like to highlight the fact that we pay the **same commission rate on all types of calls** – including **interstate calls** whose rates are capped by the FCC, calls to cell phones, prepaid and debit calls, collect calls, and any other types of calls that are connected through the ICSolutions Inmate Telephone System. Other vendors are using the recent FCC ruling as a political reason to avoid paying commissions on interstate calls, but ICSolutions has not adopted this practice. **We will pay the proposed commission rate on all completed calls of every kind, without exception.**

In addition, ICSolutions will pay the County **50% of all Remote Video Visitation fees** and **Inmate Voicemail fees** as additional County revenue. For remote visitation, ICSolutions proposes an industry-standard rate of 50¢ per minute, billed in 30-minute increments. For inmate voicemail, ICSolutions proposes our standard rate of \$1.00 per message.

Our offer also includes Secure Mail two-way inmate email, accessible via the VizVox housing kiosks. Secure Mail allows parties to send and receive approved email messages and photos (at the County's discretion). The price for this service is 60¢ per message or color photo. Package pricing is also available, as shown in the tables below. **The County will receive 20¢ per message and 5¢ per photo as additional revenue**, regardless of whether messages/photos are paid for individually or as part of a package purchase.

SECURE MAIL PRICING	
Email	Price per Email
1 Electronic Message	\$0.60
1 Color Photo	\$0.60

SECURE MAIL PACKAGE PRICING		
Message Package	Price of Package	Price per Message
5 Messages	\$2.75	\$0.55
20 Messages	\$10.00	\$0.50
40 Messages	\$18.00	\$0.45

SECURE MAIL PHOTO PACKAGE PRICING		
Photo Package	Price of Package	Price per Photo
5 Photos	\$2.75	\$0.55
20 Photos	\$10.00	\$0.50
40 Photos	\$18.00	\$0.45



# INMATE CALLING SOLUTIONS

## Simple, Postalized Calling Rates

ICSolutions proposes a reduced, simplified calling rate plan featuring one per-minute rate for all local and long-distance calling in the United States:

### Price Per Minute (No Surcharges!):

Anywhere in the United States: <b>21¢ per minute</b>	International: <b>75¢ per minute</b>
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*NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.*

These proposed rates are more economical for inmates and their loved ones and easier to understand than the higher rates typically charged in other correctional facilities – and they are fully compliant with all FCC and State regulations. Postalized calling rates offer several benefits to both the County and your inmates and constituents:

- Simplified rates can stimulate significantly more calling and **more overall revenue** for the County.
- **Better value** for those who pay for calls.
- **More frequent communication**, because eliminating surcharges (connect fees) frees inmates to call loved ones more often, without having to consider call duration before calling.
- **Eliminates refund requests due to dropped calls!** Again, because there is no connect fee, there is no financial penalty for making multiple short-duration calls. If a call is dropped – due to a lost connection on a called party's cell phone, for example – the inmate can simply hang up and retry the call without having to pay any connect fees. For the Jail, this means **fewer complaints** and **less time** spent reviewing refund requests.
- With no connect fees, inmates and constituents pay for only the minutes they actually talk, creating **greater customer satisfaction**.
- Eliminates the financial incentive for engaging in "dial-around" or "call-forwarding" services such as ConsCallHome.com; results in the collection of **more valuable investigative data** for the County, as destination phone numbers can be accurately identified and located.

## Reduced Fees

ICSolutions is proud to have some of the lowest account fees in the industry – leaving **more funds available for commission-generating inmate calling**. The list below includes many of the fees that are charged by vendors in the Inmate Telephones Services industry today. ICSolutions' charges (limited to a single cost-recovery fee) are noted in the center column:

Industry Fee	ICSolutions Fee Amount	Applies To
<b>Bill Statement Fee</b>	<b>FREE</b> – waived for Douglas County!	Collect
<b>Funding Fee</b>	<b>\$6.95</b> per phone or website transaction	Prepaid
<b>Mail-In Payment Fee</b>	<b>FREE</b>	Prepaid
<b>Western Union Payment Fee</b>	<b>FREE</b>	Prepaid
<b>Refund Fee</b>	<b>FREE</b> – waived for Douglas County!	Prepaid
<b>Regulatory Recovery Fee</b>	<b>FREE</b>	Prepaid
<b>Wireless Admin Fee</b>	<b>FREE</b>	Prepaid
<b>Single Bill Fee</b>	<b>FREE</b>	Collect



Industry Fee	ICSolutions Fee Amount	Applies To
Paper Statement Fee	FREE	Collect
Account Setup Fee	FREE	Prepaid
Account Maintenance Fee	FREE	Prepaid
Inactive Account Fee	FREE	Prepaid
Account Close-Out Fee	FREE	Prepaid
Non-Subscriber Line Charge	FREE	Collect & Prepaid
Inmate Station Service Charge	FREE	Collect & Prepaid
Cellular Telephone Surcharge	FREE	Collect & Prepaid
Third-Party Payment Processing Fee	FREE	Prepaid
State Regulatory Recovery Fee	FREE	Collect & Prepaid
Check/Money Order Processing Fee	FREE	Prepaid

## 8. EXAMPLE COMMISSION REPORT

CALL TYPE	# OF CALLS	# OF MINUTES	COUNTY COMMISSION	VENDOR RATE REVENUE	VENDOR FEE REVENUE
Advance Pay Interstate Interlata	219	2,150	\$ 181.58	\$ 451.50	\$ 219.00
Advance Pay Intrastate Interlata	27	250	\$ 19.92	\$ 52.50	\$ 27.00
Advance Pay Intrastate Intralata	292	3,624	\$ 366.32	\$ 761.04	\$ 292.00
Advance Pay Local	1,597	25,049	\$ 2,861.03	\$ 5,260.29	\$ 1,597.00
Collect Interstate Interlata	30	333	\$ 31.19	\$ 69.93	\$ 30.00
Collect Intrastate Interlata	4	33	\$ 2.29	\$ 6.93	\$ 4.00
Collect Intrastate Intralata	30	192	\$ 8.06	\$ 40.32	\$ 30.00
Collect Local	61	591	\$ 49.29	\$ 124.11	\$ 61.00
TOTAL:				\$ 6,766.62	\$ 2,260.00

TOTAL REVENUE TO THE COUNTY: \$3,519.67

Because it is difficult to fully understand a proposed fee/rate pricing structure, please complete the spreadsheet using your numbers to show us how much revenue we would expect to receive on this example of a month's worth of jail phone calls. Do not factor in any govt taxes; however, please account for any additional fees that you would receive (i.e. connection fees) that are not included in the County's commission.

### ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. In the table above, ICSolutions has calculated the Total Gross Revenue in the **Vendor Rate Revenue** column, based upon our proposed rate of 21¢ per minute (with no surcharges). In the **Vendor Fee Revenue** column, we deducted the \$1.00 per call that ICSolutions will retain to offset the cost of the Video Visitation System. To the difference (the Adjusted Gross Revenue), we multiplied our proposed 78.1% commission rate and entered this amount in the **County Commission** column. The **Total Revenue to the County** is the sum of all County Commission generated by all calls. In addition to this revenue, the County will also earn 50% of all Remote Visitation and Inmate Voicemail fees, plus \$0.20 per email message and \$0.05 per photo (if allowed).



## ICSolutions® Client List

ICSolutions is proud of our service history, and therefore we are pleased to offer our **entire client list as references**. We strive to take outstanding care of each and every account, and we believe that all of our clients will attest to the quality of our service and technology.

In the role of Prime Contractor, ICSolutions currently provides inmate calling services to 160 state, county, and city/regional agencies operating hundreds of facilities across the United States. As Prime Contractor, we serve clients that house as many as 5,000 inmates, to as few as 50 or less. All of our clients rely on our proprietary ENFORCER® calling system to process calls, and ICSolutions' live, U.S.-based technical and customer service experts to handle their service needs.

In the role of technology subcontractor, ICSolutions provides our ENFORCER® calling system to more than 20 additional clients. These accounts range in size from small local facilities, to large state DOCs housing as many as 25,500+ inmates. ICSolutions is restricted from offering these clients as references because our subcontractor agreements are governed by non-disclosure. However, we feel it worth mentioning these accounts because they further substantiate The ENFORCER® as truly scalable, hardened technology that can be configured to perform well in a wide variety of correctional environments.

In the ten years that ICSolutions has been in business, we have not lost a single customer and we have maintained a **99% contract renewal rate**. We attribute this success to three main advantages: **1) advanced technology, 2) extraordinary customer service, and 3) increased call completion.**

ICSolutions recognizes that experience is a key metric in evaluating vendors' proposals. We feel that our experience, technology, and billing expertise enable ICSolutions to be a superior vendor of comprehensive, reliable inmate telephone services. **That's why we invite you to call anyone on our client list.**

### **Adams County, CO**

Commander Louis Dickerson  
(303) 655-3303

### **Anne Arundel County, MD**

Superintendent Terry Kokolis  
(410) 222-7084

*"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. The customer service and technical support Adams County receives is exceptional. Family complaints are rare. When they do occur each one is handled quickly and professionally. I highly recommend ICSolutions..."*

Melanie Gregory, Technical Services Manager  
Adams County Sheriff's Office, CO

### **Anoka County, MN**

Lt. Tim Smith  
(763) 323-5071

### **Arlington County, VA**

Captain Bruce Black  
(703) 228-7263

### **Ashland County, WI**

Lt. Tony Jones  
(715) 685-7640

### **Atlanta City, GA**

Captain R. G. Johnson  
(404) 865-8001

**Baldwin County, AL**

Lt. Greg Thicklin  
(251) 580-2524

**Beaufort County, SC**

Jeff Vortisch  
(843) 255-5180

**Blackford County, IN**

Holly Clevenger  
(765) 348-0930 x3201

**Boulder County, CO**

Don Keeler  
(303) 441-4682

**Butler County, GA**

David Light  
(573) 785-4444

**Calhoun County, TX**

Michelle Velasquez  
(361) 533-4482

**Camden County, MO**

Lt Shawn Gerdiman  
(573) 346-2243 x4316

**Carroll County, MD**

Major Steve Reynolds  
(410) 386-2445

Major Steve Reynolds  
Carroll County, MD

**Cass County, MO**

Captain Mitch Phillips  
(816) 380-8336

**CCA- Webb County, TX**

Lisa Helgesen  
(318) 424-8125 x3137

**Baltimore County, MD**

Mike Novia  
(410) 512-3427

**Bexar County, TX**

Raul Banasco  
(407) 702-5666

**Boone County, IN**

Major Mike Nielsen  
(765) 483-3363

**Bulloch County, GA**

Warden Chris Hill  
(912) 764-6217

**Calhoun County, MI**

Chief Deputy James McDonagh  
(269) 207-8068

**Calumet County, WI**

Lt. Mark Wiegert  
(920) 849-2335

**Cameron County, TX**

Sgt. Sergio Moore  
(956) 561-0454

**Carson City, NV**

Sgt. Carl Fry  
(775) 283-7845

*"The county expects to see approximately \$115,500 [in commissions] for the first year, which is more than double the amount brought in by the previous system last year...this is possible because the new system is simply a better service and it gets used more..."*

**CCA- Laredo Processing Center, TX**

Lisa Helgesen  
(318) 424-8125 x3137

**Cecil County, MD**

Major Randy Rudy  
(410) 996-5800



## ICSolutions® Client List

### **Champaign County, IL**

Captain Allen Jones  
(217) 819-3546

### **Charles County, MD**

Lt. G. K. Duffield  
(301) 609-5931

*"Our old system was so difficult to use, we could not block numbers from our desk and investigators hardly used the call recordings. Now they burn it up."*

Lt. Duffield  
Charles County, MD

### **Cherokee County, NC**

Glen Weeks  
(828) 736-9554

### **Chesapeake City, VA**

Lt. Colonel William Bennett  
(757) 382-6159

### **Christian County, MO**

Captain Bryan Gillman  
(417) 830-5849

### **Coweta County, GA**

Warden Bill McKenzie  
(770) 254-3724

### **Cowley County, KS**

Sheriff Don Reed  
(620) 221-5444/(620) 441-4555

### **Dane County, WI**

Captain Richelle Anhalt  
(608) 284-6165

### **Danville County, VA**

Sheriff Mike Mondul  
(434) 799-5233

### **Dawson County, GA**

Major Jeff Johnson  
(706) 344-3535

### **Dent County, MO**

Jennie McMullin  
(573) 729-3241

### **Dodge County, WI**

Rodney Kreitzman  
(920) 386-3733

*"...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service."*

*Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."*

Molly Soblewski, Jail Administrator  
Dodge County Detention Facility, WI

## ICSolutions® Client List

**Door County, WI**

Lt. Tammy Sternard  
(920) 746-5660

**Douglas County, KS**

Lt. Gayland Guinn  
(785) 830-1019

*"Since going with ICSolutions we have increased our phone revenue by 45%. The customer support and technical support provided is exceptional. The software is very user friendly; staff uses the system to monitor phone calls which is a great tool to provide facility security. Overall, we are very pleased with ICSolutions and would recommend using their services."*

Lt. Tammy Sternard  
Door County Jail, WI

**Dubuque County, IA**

Steve Hahlen  
(563) 599-0746

**Erie County, NY**

Superintendent Tom Diina  
(716) 858-7635

**Fairfax County, VA**

Captain Derek Degeare  
(703) 246-7839

**Farmville Detention Center, VA**

Director Jeffery Crawford  
(434) 395-8114

**Fayetteville County, IL**

J.D. Vieregge  
(618) 283-2141

**Fayetteville County, IN**

Sheriff Joey Laughlin  
(765) 825-1110

**Floyd County Correctional Institute, GA**

Deputy Warden Jackson  
(706) 236-2490

**Floyd County Jail, GA**

Chief Deputy Tom Caldwell  
(706) 233-0075

**Fond du Lac County, WI**

Captain Kevin Galske  
(920) 929-3259

**Franklin County CBCF, OH**

Jacki Dickinson  
(614) 525-4600 x223

*"Selecting ICSolutions has increased revenues and Customer Service allows for prepaid, calling cards and the traditional collect calls for the incarcerated residents. The operating system, "Enforcer", is user friendly and available technology allows for detectives to listen to recorded calls from their offices on desk top computers."*

Chief Deputy Strand  
Fond du Lac County Sheriff's Office, WI

**Frederick County, MD**

Lt. Joe Crisp  
(301) 600-3065

**GEO – Correct Care, LLC**

Linda Stewart  
(936) 522-4200 ext. 4205

**GEO – Plainfield Stop Facility, IN**

Hunter McDonald  
(704) 543-3400



## ICSolutions® Client List

**GEO – Southbay, FL**

Hunter McDonald  
(704) 543-3400

**Grafton County, NH**

George Baldwin  
(603) 787-2019

**Hamilton County, FL**

Sheriff Harrell J. Reid  
(386) 792-2004

*"We are very pleased with The ENFORCER® system and the investigative tools that it provides. We solved a number of open cases within days of the installation. The debit card feature has been well-received by inmates and our call volume (and commission revenue) continues to climb. ICSolutions has delivered everything they promised and more."*

Sheriff J. Harrell Reid  
Hamilton County Jail, FL

**Harford County, MD**

Capt. Tim Keggins  
(410) 638-3140 ext. 2220

**Hoover City, AL**

Lt. Chris Graves  
(205) 739-7119

**Hunt County, TX**

Lt. Tammy Sherman  
(903) 513-7224

**Huntington County, IN**

Karen Polling  
(260) 356-2520

Kent Farthing, Sheriff  
Tom Carney, Major  
Audrey Carney, Matron  
Huntington County Sheriff's Dept., IN

**GEO - Western Region Detention Facility, CA**

Christopher St. Jean  
(619) 232-9221

**Graham County, AZ**

Commander Tim Graver  
(928)428-3141

**Hampshire County, MA**

Deputy Superintendent Patrick Cahillane  
(413) 584-5911 ext. 203

**Hillsborough County DOC**

Supt. David Dionne  
(603) 627-5620

**Howard County, MD**

Captain Larry Wilson  
(410) 313-5215

**Huron County, OH**

Major Cooksey  
(419) 668-6912

*"ICSolutions has been a great communications company in so many ways. Since Huntington County signed with them in 2004 the only Contact has been to let them know when a phone is damaged by an inmate and they handle everything else for us. We at Huntington County would highly recommend ICSolutions."*

## ICSolutions® Client List

**Iowa County, WI**

Pam Steffes  
(608) 935-3314

**Jackson County, GA**

Henry Thompson  
(706) 387-6453

**Jo Daviess County, IL**

Sgt. John Korth  
(815) 777-2141

**Kane County, IL**

Commander Corey Hunger  
(630) 208-2060

**Kent County, MD**

Warden Herbert Dennis  
(410) 778-6025

**King's County, CA**

Commander Kim Pedreiro  
(559) 469-6161

*"We recently moved into a new jail and out of all of our vendors you're the only vendor that did what you said you were going to do. Service is a big deal to us and your people are very receptive, polite and knowledgeable. The remote access to the ICS system by outside agencies saves us time and manpower. We are also very pleased with the 60% increase in revenue over our previous vendor."*

Commander Jolene Vento  
King's County, CA

**Lafayette County, FL**

Sheriff Brian Lamb  
(386) 294-1222

**Lamar County, MS**

Major Mike Harlin  
(601) 794-3559

**Iowa Department of Corrections**

Fred Scaletta  
(515) 725-5707

**Jackson County, TX**

Jim Omecinski  
(361) 782-5407

**Kane County, UT**

Lt. John Maddux  
(435) 644-4916

**Kewaunee County, WI**

Lt. Joe Trembl  
(815) 777-2141

**Laclede County, MO**

Sheriff Wayne Merritt  
(417) 533-7475

**Lake County, MI**

Chief Deputy Dave Dagen  
(231) 745-2712

**Lancaster County, NE**

Mike Thurber  
(402) 441-1900



## ICSolutions® Client List

### **Langlade County, WI**

Diane Baker  
(715) 627-6403

### **Laramie County, WY**

Captain Mike Nielson  
(307) 633-4751

*"We are most pleased that we chose ICSolutions for our inmate phone provider."*

Diane Baker, Jail Administrator  
Langlade County, WI

### **Larimer County, CO**

Staci Shafer  
(970) 498-5213

*"ICSolutions offers a comprehensive software program that is very user friendly. We have successfully used the investigative tools to benefit us on many criminal cases. Family complaints are minimal and the prepaid collect ability allows inmates to call cell phones that they were unable to do prior to us bringing ICSolutions on board. I would gladly recommend ICSolutions to other facilities looking for a new inmate phone system vendor."*

Laurie Stolen, CJM  
Larimer County Sheriff's Office, CO

### **Lasalle Claiborne Parish Detention Facility, LA**

Kevin Sumrall  
(318) 232-1500

### **Lincoln County, TN**

Chris Thornton  
(931) 433-3111

### **Livingston County, MI**

Lt. Jeff Leveque  
(517) 540-7939

### **Macomb County, MI**

Michele Sanborn  
(586) 307-9348

### **Marinette County, WI**

Robert Majewski  
(715) 732-7630

### **Marion County, IL**

Sheriff Rich Stevenson  
(618) 548-2141

*"...at Marinette County it's not all about the money-although our revenue has increased significantly. We tend to believe that product quality and customer service comes first. With ICSolutions we have both. In our business it's not too often that you find a vendor that really cares about what you want/need and delivers, ICSolutions is that vendor. We are so sure about their quality of products, customer service, and integrity that we continue to endorse them to other Counties. We are proud to say that we have been instrumental in convincing (2) Wisconsin County's to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."*

Robert Majewski, Jail Administrator  
Marinette County, WI

## ICSolutions® Client List

### **McHenry County, IL**

Janice Lumpp  
(815) 334-4683

### **McNairy County, TN**

Sheriff Guy Buck  
(731) 645-1004

*"ICSolutions has been our provider for the inmate phone system for a few years. The revenue has increased substantially and continues to do so without effecting the inmates' family and friends. The program, especially the investigative tools, is user friendly and very sufficient. The company in all aspects is commendable; customer service, technical support to system updates. This is a great company to work with and I highly recommend ICSolutions."*

Janice Lumpp, Program's Director  
McHenry County, IL

### **Mecosta County, MI**

Captain Wood  
(231) 592-0150

### **Middle Peninsula Regional Jail, VA**

Superintendent Tim Doss  
(804) 758-2338

### **Midland County, TX**

Daniel Ochoa  
(432) 553-0312

### **Miller County, MO**

Captain Louie Gregoire  
(573) 369-2341

### **Minnehaha County, SD**

Lt. Rod Axsom  
(605) 978-5510

### **Mitchell County, GA**

Warden Bill Terry  
(239) 336-2045

### **Mohave County, AZ**

Robert Vollbrach,  
Assistant Director Support Services  
(928) 753-0759 ext. 4689

### **Monroe County, FL**

Sarah Saunders  
(318) 841-3130

### **Montgomery County, MD**

Warden Robert Green  
(240) 773-9747

*"In November 2008, a defendant pled guilty and was adjudicated guilty to (1) conspiracy to import 1,000 or more kilos of marijuana, (2) conspiracy to possess 61 kilograms of cocaine on board a vessel subject to the jurisdiction of the United States, and (3) possession with intent to distribute 66.9 grams of cocaine. Our Monroe County SO investigation with the trafficking in cocaine of approx 70 grams and seizure of approx \$50,000.00 in cash, and then a later seizure of \$15,000 in cash was all seized due to monitoring one phone call from the ICS system. The ICS system is a proactive and reactive resource for law enforcement and proved to be invaluable tool for our agency and our investigators. You can monitor calls real time. We have even been able to monitor the call, have investigators play a 3rd party and subsequently complete a successful transaction."*

Lt. Nancy Alvarez  
Monroe County Sheriff's Office, FL



## ICSolutions® Client List

**MTC - Bridgeport TTC**

Warden David McComis  
(940) 683-3010

**MTC - East Texas Treatment Facility**

Warden Mike Bell  
(903) 655-3300

**MTC - Marshall County Correctional Facility, MS**

Rebecca Martin  
(662) 274-0232

**MTC - South Intermediate Sanction Facility**

Donnie Jones  
(723) 223-0601 ext. 238

**MTC - Walnut Grove Correctional Facility, MS**

Keeley Morgan  
(601) 253-2348 ext. 202

**MTC - Wilkinson Correctional Facility, MS**

Assistant Warden Troy Gordanier  
(601) 888-3199

**Muscatine County, IA**

Captain Dean Naylor  
(563) 262-4190 ext. 102

**Navajo County, AZ**

Lt. Dennis Warren  
(928) 524-4127

**MTC - East Mississippi Correctional Facility, MS**

Terry Arnsdorff  
(604) 485-5255

**MTC - Giles Dalby Correctional Facility**

Warden Stephen McAdams  
(806) 495-2175

**MTC - Otero County, Prison, NM**

Warden James Frawner  
(575) 824-0605

**MTC - Taft Correctional Institution**

Darrel Harlan  
(661) 763-2510 ext. 1169

**MTC - West Texas Intermediate Sanction Facility**

Warden Susan Payne  
(806) 637-4032

**Nacogdoches County, TX**

Kayla Mitchell  
(936) 554-9645

**New Hampshire DOC**

William Wrenn  
(603) 271-5603

*"ICS' technology has improved the ability of our inmates and their families to communicate over the phone system with fewer difficulties than previous vendors. We were aware that the call count per month with the previous vendor had actually been dropping from year to year, as had the average number of call minutes per month. When we were first considering ICS, they had indicated to the state that the ease of use of their prepaid calling service would most likely increase the call volume from the previous vendor by approximately 40%. In actuality, the increase in call volume realized by the state was nearly 100%. Within just a four month period, from March through June, 2008, the average call count per month rose from approximately 30,000 calls with the previous vendor (in 2007) to almost 60,000 with ICSolutions. In March 2009, our call volume reached 68,452 which represents an increase of 128% from calls in 2007, and this with an inmate population increase of about 5%."*

William Wrenn, DOC Commissioner  
New Hampshire DOC

## ICSolutions® Client List

### **Ocala Re-Entry Center, FL**

Sandy Malpica  
(352) 351-1280

### **Onondaga County, NY**

Captain George Manolis  
(315) 435-5881 ext. 233

### **Orleans County, NY**

Superintendent Scott Wilson  
(585) 589-4424

*"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that we believed would help us in the law enforcement community to do our jobs more effectively - and ICS has implemented these "extras" without question...The system provides excellent reports, and is easy to navigate. Changes are made with simple key strokes. In addition to basic monitoring and recording, the system has revolutionary investigative applications that have proven invaluable for our facility investigations as well as those conducted with other joint federal, state, and local agencies..."*

Captain George Manolis  
Onondaga County, NY

### **Osceola County, FL**

Captain Yuberky Almonte  
(407) 742-4426

### **Osceola County, MI**

Captain Russ Wayne  
(231) 832-2288

### **Outagamie County, WI**

Captain Dave Kiesner  
(920) 832-5617

### **Ozaukee County, WI**

Lt. Jeff Sauer  
(262) 238-8432

*"IC Solutions has provided exceptional customer service and technical support to Ozaukee County. IC Solutions has allowed Ozaukee County to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship Ozaukee County has had with IC Solutions has been very professional and productive. I would highly recommend IC Solutions to any facility considering them for phone services."*

Lt. Jeffrey Sauer, Jail Administrator  
Ozaukee County, WI

### **Palo Pinto County, TX**

Walt Rucker  
(940) 659-1290

### **Pemiscot County, MO**

Lt. Josh Bost  
(573) 333-4101

### **Placer County, CA**

Sgt. Mark Mackay  
(530) 889-6931



**Ramsey County, MN****Adult Workhouse Center**

Captain Marshall Tschida

(651) 266-1458

*"Since replacing our old phone service with ICS, we have not only had much better service but we have also had all of our phones in operation. When ICS came to our jail we had 13 phones from the old company not working and by the time we were cut over to ICS all of the phones were operational.*

*Also, I am a person that enjoys being treated like a customer, and most vendors tend to treat counties as if there is no need to treat us like private customers. ICS has treated us like a private customer and the response on questions and service has been impeccable. Here at Ramsey County, we think ICS is by far one of our best vendors."*

Bill Burkhart, Program's Director  
Ramsey County Sheriff's Office, MN

**Rutherford County Work Center, TN**

Superintendent Bernard Salandy

(615) 642-9133

**Sacramento County, CA**

Sgt. Brian Amos

(916) 874-7166

**Santa Ana City, CA**

Jose Cruz

(714) 245-8123

**Santa Barbara County, CA**

Lt. Tim McWilliams

(805) 681-4047

*"Switching to ICSolutions was a great decision that has paid off for the City in many ways. We benefit from high quality customer service for inmates, families and the City, and the technology is the best we've ever had. Updates are provided automatically so that we always have the latest and greatest. On top of that, revenue from the system has increased by 53%."*

Chris Laugenour, Principal Management Analyst  
Santa Ana City Jail, CA

**Santa Cruz County, CA**

Michelle Rodriguez

(831) 454-3184

*"ICSolutions' Technology is a lot better than what we had before. There's really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have come to our facility at a moment's notice to fix a problem. You can't beat that! As if that wasn't enough, our revenue has increased, too. Revenue for May, 2009 was 61.7% higher than May, 2008. We really can't say enough about the software and how easy it's been working with ICS."*

Tracy Herfindahl  
Santa Cruz County, CA

## ICSolutions® Client List

**Screven County, GA**

Warden Wayne Morris  
(912) 863-4555

**Somerset County, MD**

Warden Louis Hickman  
(401) 651-9223

**St. Louis County, MO**

Tricia Rodgers  
(314) 615-5761

*"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. The responsiveness of technical support, sales staff, and local repair personnel is exceptional. In addition, the system is feature-rich, offering an excellent group of investigative features."*

Tricia Rodgers, Court Administrator  
St. Louis County, MO

**Stearns County, MN**

Mary Ann Terwey  
(320) 656-6649

**Sunflower County, MS**

Sheriff James Haywood  
(662) 887-2121

*"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone one call gets a service man here to take care of the problem. I can highly recommend ICSolutions' service".*

Eddie Bounds, Jail Administrator  
Sunflower County, MS

**Terrell County, GA**

Warden Billy McClung  
(229) 995-3005

**Transition House, FL**

Facility Director Rivera  
(407) 846-0068

**Ulster County, NY**

Sheriff Paul VanBlarcum  
(845) 340-3303

**Simpson County, MS**

Captain Fred Williams  
(601) 847-2130

**Southwest Virginia Regional Jail Authority**

Mike Price  
(276) 739-3520

**St. Mary's County, MD**

Michael Merican  
(301) 475-4200 ext. 2241

**Summit County, OH**

John D. Barrickman  
(330) 643-2151

**Sussex County, VA**

Sheriff Raymond Bell  
(434) 246-5000

**Thomas County, GA**

Deputy Warden Troy Gay  
(229) 226-4394

**Tuscola County, MI**

Lt. Brian Harris  
(989) 673-8161



## ICSolutions® Client List

### **Virginia Peninsula Regional Jail Authority, VA**

Major Frank Huotte  
(757) 820-3903

### **Walworth County, WI**

John Delaney  
(262) 741-4510

*"ICSolutions is hands down the best service provider we have done business with during my 13 years here at the jail. Their software is easy to use and the evidence obtained from the recordings has assisted with several criminal and disciplinary investigations. They not only provide monthly check ups on their equipment, but they are incredibly quick to respond to service requests. Their customer service is always pleasant and helpful around the clock. If they don't have the answer immediately, they will tell you up front, find the solution, and contact you back in a timely manner. I highly recommend ICSolutions to any correctional facility in the market for a phone provider."*

Sgt. Howard Sawyers, Jail Training Sergeant  
Walworth County, WI

### **Warren County, OH**

Adela H. Dingman  
(513) 695-1320

### **Washington County, MD**

Warden Craig Rowe  
(240) 313-2121

*"Warren County has been using ICSolutions since 2004 and we have been extremely satisfied with the service. The revenue we receive on inmate calls have increased significantly since our move to ICSolutions. They have also been very instrumental in aiding our Prosecutor's Office in closing cases and convicting criminals. The customer service is top of the line. We have never had an issue that was not resolved quickly. The program itself is easy to navigate through and use with minimal training involved. We are a very satisfied customer and would gladly recommend ICSolutions as an inmate phone system to anyone."*

Adela Dingman, Telephone Operations Supervisor  
Warren County, OH

### **Washington County, OH**

Lieutenant Bradley T. Thorpe  
(740) 374-7677 ext. 13

### **Washington County, WI**

Captain Shirley Miller  
(262) 335-6860

*"ICS has provided our department with a much more customer friendly service to offer the inmate's families. The technical support center staff is very courteous and responsive to our service needs. The knowledgeable staff keeps us well informed on the progress of problems that we report until a fix is found. We look forward to continuing to provide the inmates and their families with fair and reliable phone services through ICS."*

Shirley Miller, Jail Administrator  
Washington County Jail, WI

### **Waukesha County, WI**

Cindy Greco  
(262) 548-7889

### **Waushara County, WI**

Lt. Heather Wittig  
(920) 787-0476

**Wicomico County, MD**

Major Les Moore  
(410) 548-4850 ext. 330

**Williamson County, TX**

Lt. Mark White  
(512) 943-1367

**Winnebago County, WI**

Captain Greg Cianciolo  
(920) 236-7339

**Wyoming DOC**

Jamie Spezzano  
(307) 777-8508

**Yakima County, WA**

Milt Ewing  
(509) 574-2104

*"All requests for service are handled promptly and we are always kept apprised of project progress and completion. With our previous vendor, we were never advised of advances in technology. When we did decide to go out to RFP, we were amazed at the new options available. ICS is always approaching us with new technology and making it available to us. With our old vendor, our checks were always for the same amount every month. We were never given breakdowns on why our revenue remained the same and we had no access to that call detail information. We reduced the cost of calls with ICSolutions and still our revenues increased from \$16K per month to approximately \$26K per month."*

Jamie Spezzano  
Wyoming DOC